

SI International

HSSCCG-07-D-00006

AWARD/CONTRACT		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)	RATi	PAGE OF PAGES 1 202
2. CONTRACT (Proc. Inst. Ident.) NO. HSSCCG-07-D-00006		3. EFFECTIVE DATE 09/21/2007	4. REQUISITION/PURCHASE REQUEST/PROJECT NO.	
5. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	6. ADMINISTERED BY (If other than Item 5) USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		CODE CIS

(b)(4)

7. NAME AND ADDRESS OF CONTRACTOR (No., Street, City, Country, State and ZIP Code)
SI INTERNATIONAL INC
12012 SUNSET HILLS ROAD
SUITE 800
RESTON VA 201905869

8. DELIVERY
 FOB ORIGIN OTHER (See below)

9. DISCOUNT FOR PROMPT PAYMENT
[]

10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN

11. SHIP TO/MARK FOR
CODE 0143874890000 FACILITY CODE HQSCO
Department of Homeland Security
U.S. Citizenship & Immigration Svcs
Service Center Operations
20 Massachusetts Avenue, NW, 2nd Fl
Washington DC 20529

12. PAYMENT WILL BE MADE BY
Department of Homeland Security
U.S. Citizenship & Immigration Svcs
Service Center Operations
20 Massachusetts Avenue, NW, 2nd Fl
Washington DC 20529

13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION:
 10 U.S.C. 2304 (c) () 41 U.S.C. 253 (c) ()

14. ACCOUNTING AND APPROPRIATION DATA
See Schedule

15A. ITEM NO	15B. SUPPLIES/SERVICES	15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT
Continued					
15G. TOTAL AMOUNT OF CONTRACT					\$0.00

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CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE

17. CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise above and on any continuation sheets for the consideration stated herein. The rights obligations of the parties to this contract shall be subject to and governed by the documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)

18. AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number _____ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any condition sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.

19A. NAME AND TITLE OF SIGNER (Type or print)
David L. Cornell, Director of Contracts

20A. NAME OF CONTRACTING OFFICER
Ned R. Ross

19B. NAME OF CONTRACTOR

19C. DATE SIGNED
Sept-21-2007

20B. UNITED STATES OF AMERICA

20C. DATE SIGNED
9-21-07

BY *[Signature]*
(Signature of person authorized to sign)

BY *[Signature]*
(Signature of the Contracting Officer)

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NAME OF OFFEROR OR CONTRACTOR
SI INTERNATIONAL INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Tax ID Number: 52-2127278 DUNS Number: 014387489+0000 Section B</p> <p>B.1 General</p> <p>This is an Indefinite-Delivery, Indefinite-Quantity (IDIQ) type contract, with provisions for fixed unit price and cost-reimbursement CLINs. See Section G, paragraph G.4, Task Orders, Modifications, Change Orders, Deviations. The contract period of performance shall be a base year of twelve months commencing on the date specified by the Contracting Officer in the Notice to Proceed directive. Full contract performance will not begin until satisfactory personnel employment suitability clearances have been received and successfully processed by the USCIS Security Office and a written Notice to Proceed is issued by the Contracting Officer. In addition, the contract contains two (2) options of 12 months each to extend the term of performance of services. Exercise of options is the sole prerogative of the Government.</p> <p>This is a single-award IDIQ contract for the Nebraska and Texas Service Centers.</p> <p>B.2 Minimum and Maximum Quantities/Amounts</p> <p>The guaranteed minimum value for this contract is \$5M.</p> <p>The total estimated maximum amount of this contract shall not exceed \$225M.</p> <p>B.3 Price Schedule</p> <p>Pricing is in accordance with the description below.</p> <p>DESCRIPTION Provide Service Center Operations Support Services (SCOSS) in accordance with the Section C Performance Work Statement to include Mail Operations Support, Data Collection Support, Fee Collection, and File Operations Support. IBIS Alias Search is an optional line item and may or may not be exercised at the sole discretion of Continued ...</p>				

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NAME OF OFFEROR OR CONTRACTOR
SI INTERNATIONAL INC

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	<p>the Government.</p> <p>MAIL OPERATIONS SUPPORT Perform Mail Operations Support in accordance with the Performance Work Statement (PWS), Section C, Paragraph 4.1 & 4.2. Mail Operations Support is priced on a fixed unit price basis per piece of mail processed to include incoming and outgoing mail. The fixed unit price includes all labor, program management support, indirect costs, other direct costs and profit for performing Mail Operations Support in accordance with the PWS.</p> <p>DATA COLLECTION SUPPORT Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1 & 4.3. Data Collection Support is priced on a fixed unit price basis per Form Tier for specific ranges of volume. The Tiers represent the number of fields to be completed on the form (See PWS Atch 7.6 for Form Types per Tier). If the number of forms processed fits into the first range quantity, that particular rate will be paid for the total number of forms processed. If the number of forms processed exceeds the first range quantity and fits into the second range quantity, the rate paid will be that for the second range for the entire number of forms processed. Likewise, if the number of forms processed exceeds the second range quantity, the rate paid will be that for the third range quantity for the total number of forms processed. The fixed unit price includes all labor, program management support, indirect costs, other direct costs and profit for performing Data Collection Support in accordance with the PWS. The subCLIN extended annual estimated price shall reflect Range 2 (Expected Range - Expected Volume based on historical workload) x 12 months.</p> <p>FEE COLLECTION Perform Fee collection in accordance with the PWS, Section C, Paragraph 4.1 & 4.4. Fee Collection is priced on a fixed unit price per fee instrument processed. The fixed unit price includes all labor, program management support, indirect costs, other direct costs, and profit for performing Fee Collection in accordance with the PWS. Continued ...</p>				

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SI INTERNATIONAL INC

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	<p>FILE OPERATIONS SUPPORT Perform File Operations Support in accordance with the PWS, Section C, paragraph 4.1 & 4.5. File Operations Support is priced on a Cost-Plus-Award-Fee basis. The estimated costs proposed include all labor, program management support, indirect costs and other direct costs. Fee includes a base fee of "\$0" and the Award Fee pool for performing File Operations Support in accordance with the PWS.</p> <p>Optional Line Item - IBIS (or Successor System) Alias Search Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS support is an optional line item under File Operations Support and is priced on a Cost-Plus- Award-Fee basis. The optional line item may or may not be exercised at the sole discretion of the government. The following estimated hours were used to price the IBIS Alias Search Optional CLIN (hours represent total clerical hours only, per year):</p> <p>NSC: 198,000 TSC: 199,000 Total: 397,000 FOB: Destination Period of Performance: 12/01/2007 to 11/30/2008</p>				
(b)(4) 0001AA	<p>Mail Operations Support - Nebraska Service Center</p> <p>Perform Mail Operations Support in accordance with the PWS, Section C Paragraph 4.1. & 4.2. Obligated Amount: \$0.00</p> <p>Accounting Info: Funded: \$0.00</p>	6400000	PC		
(b)(4) 0001AB	<p>Mail Operations Support - Texas Service Center</p> <p>Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Obligated Amount: \$0.00</p> <p>Accounting Info: Funded: \$0.00</p>	6300000	PC		
0002AA	<p>Data Collection Support - Nebraska Service Center Continued ...</p>	1	LO		

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SI INTERNATIONAL INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
(b)(4)	[Redacted]				[Redacted]
(b)(4)	Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3.				
(b)(4)	Tier 1 (1-25 Fields): Range 1 [Redacted]				
(b)(4)	Tier 2 (26-50 Fields): Range 1 [Redacted]				
(b)(4)	Tier 3 (51-75 Fields): Range 1 [Redacted]				
(b)(4)	Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted]				
	Obligated Amount: \$0.00				
	Accounting Info: Funded: \$0.00				
0002AB	Data Collection Support - Texas Service Center		1 LO		[Redacted]
(b)(4)	[Redacted]				
(b)(4)	Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3.				
(b)(4)	Tier 1 (1-15 Fields): Range 1 [Redacted]				
(b)(4)	Tier 2 (26-50 Fields): Range 1 [Redacted]				
(b)(4)	Tier 3 (51-75 Fields): Range 1 [Redacted]				
(b)(4)	Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted]				
	Obligated Amount: \$0.00				
	Accounting Info: Funded: \$0.00				
(b)(4)	0003AA Fee Collection Support - Nebraska Service Center	1260000	PC		[Redacted]
	Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4.				
	Obligated Amount: \$0.00				
	Continued ...				

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SI INTERNATIONAL INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: Funded: \$0.00				
(b)(4) 0003AB	Fee Collection Support - Texas Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Obligated Amount: \$0.00 Accounting Info: Funded: \$0.00	1000000	PC		
(b)(4) 0004AA	File Operations Support Perform File Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.5. File Operations is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0. Nebraska Service Center: Est. Cost [redacted] (th) Extended [redacted]	12	MO		
(b)(4)	Texas Service Center: Est. Cost [redacted] (month) Extended [redacted]				
(b)(4)	Total Estimated Award Fee Pool Total Est. Cost Obligated Amount: \$0.00				
(b)(4) 0004AB	IBIS Alias Search (Optional CLIN) Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS support is an optional line item under File Operations. IBIS Alias Search is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government. Fee includes a base fee of \$0. Nebraska Service Center: Est. Cost [redacted] (h) Extended [redacted]	12	MO		
(b)(4)	Texas Service Center: Continued ...				

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SI INTERNATIONAL INC

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(b)(4)	Est. Cost [redacted] (month) Extended [redacted]				
(b)(4)	Total Estimated Award Fee Pool [redacted] Total Est. Cost [redacted] Obligated Amount: \$0.00 Accounting Info: Funded: \$0.00				
(b)(4) 1001AA	Mail Operations Support - Nebraska Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount [redacted] (Option Line Item) 11/01/2008 Accounting Info: Funded: \$0.00	6400000	PC	[redacted]	
(b)(4) 1001AB	Mail Operations Support - Texas Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount [redacted] (Option Line Item) 11/01/2008 Accounting Info: Funded: \$0.00	6300000	PC	[redacted]	
(b)(4) 1002AA	Data Collection Support - Nebraska Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. Tier 1 (1-25 Fields): Range 1 [redacted] Tier 2 (26-50 Fields): Range 1 [redacted] Tier 3 (51-75 Fields): Range 1 [redacted] [redacted] Range 3 Amount: [redacted] (Option Line Item) 11/01/2008 Continued ...	1	LO	[redacted]	

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SI INTERNATIONAL, INC

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	Accounting Info: Funded: \$0.00				
(b)(4) (b)(4)	1002AB Data Collection Support - Texas Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3.	1	LO		
(b)(4)	Tier 1 (1-25 Fields): Range				
(b)(4)	Tier 2 (26-50 Fields): Range				
(b)(4)	Tier 3 (51-75 Fields): Range 1				
(b)(4) (b)(4) (b)(4)	Tier 4 (76+ Fields): Range Range 3 Amount Option Line Item) 11/01/2008				
	Accounting Info: Funded: \$0.00				
(b)(4)	1003AA Fee Collection Support - Nebraska Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: Option Line Item) 11/01/2008	1260000	PC		
	Accounting Info: Funded: \$0.00				
(b)(4)	1003AB Fee Collection Support - Texas Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: Line Item) 11/01/2008	1000000	PC		
	Accounting Info: Funded: \$0.00				
(b)(4)	1004AA File Operations Support Perform File Operations Support in accordance Continued ...	12	MO		

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SI INTERNATIONAL INC

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	with the PWS, Section C, paragraph 4.1. & 4.5. File Operations Support is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0.				
(b)(4)	Nebraska Service Center: Est. Cost [redacted] (th) Extended Cost [redacted]				
(b)(4)	Texas Service Center: Est. Cost [redacted] (nth) Extended Cost [redacted]				
(b)(4)	Total Estimate [redacted]				
(b)(4)	Award Fee Pool [redacted]				
(b)(4)	Total Est. Cost-Plus-Award-Fee [redacted]				
(b)(4)	Amount: [redacted] (Option Line Item) 11/01/2008				
	Accounting Info: Funded: \$0.00				
(b)(4) 1004AB	IBIS Alias Search (Optional CLIN) Perform IBIS Alias Search in accordance with the PWS, Section C, Paragraph 4.5.27. IBIS support is an optional line item under File Operations Support and is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government.	12	MO	[redacted]	
(b)(4)	Nebraska Service Center: Est. Cost [redacted] (onth) Extended Cost [redacted]				
(b)(4)	Texas Service Center: Est. Cost \$347,976.00 (Per Month) Extended Cost \$4,175,712.00				
(b)(4)	Total Estimate [redacted] 4.00				
(b)(4)	Award Fee Pool [redacted]				
(b)(4)	Total Est. Cost-Plus-Award-Fee [redacted]				
(b)(4)	Amount: [redacted] (Option Line Item) 11/01/2008				
	Accounting Info: Funded: \$0.00				
	Continued ...				

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SI INTERNATIONAL INC

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(b)(4) 2001AA	Mail Operations Support - Nebraska Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount: [redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00	6400000	PC	[redacted]	[redacted]
(b)(4) 2001AB	Mail Operations Support - Texas Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount: \$ [redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00	6300000	PC	[redacted]	[redacted]
(b)(4) 2002AA	Data Collection Support - Nebraska Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. Tier 1 (1-25 Fields): Range 1 [redacted] Tier 2 (26-50 Fields): Range 1 [redacted] Tier 3 (51-75 Fields): Range 1 [redacted] Tier 4 (76+ Fields): Range [redacted] Range 3 Amount: [redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00	1	LO	[redacted]	[redacted]
(b)(4) 2002AB	Data Collection Support - Texas Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. Tier 1 (1-25 Fields): Range 1 [redacted] Continued ...	1	LO	[redacted]	[redacted]

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SI INTERNATIONAL INC

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(b)(4)	Tier 2 (26-50 Fields): Range 1 [Redacted]				
(b)(4)	Tier 3 (51-75 Fields): Range 1 [Redacted]				
(b)(4) (b)(4) (b)(4)	Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted] Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00				
(b)(4)	2003AA Fee Collection Support - Nebraska Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00	1260000	PC	[Redacted]	
(b)(4)	2003AB Fee Collection Support - Texas Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00	1000000	PC	[Redacted]	
(b)(4)	2004AA File Operations Support Perform File Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.5. File Operations Support is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0. Nebraska Service Center Est. Cost [Redacted] (Per Month) Extended [Redacted] Texas Service Center: Est. Cost [Redacted] (Per Month) Continued ...	12	MO	[Redacted]	

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SI INTERNATIONAL INC

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(b)(4)	Extended Cost [redacted]				
(b)(4)	Total Estimate [redacted]				
(b)(4)	Award Fee Pool [redacted]				
(b)(4)	Total Est. Cost-Plus-Award-Fee [redacted]				
(b)(4)	Amount: [redacted] (Option Line Item) 11/01/2009				
	Accounting Info: Funded: \$0.00				
(b)(4)	2004AB IBIS Alias Search (Optional CLIN)	12	MO	[redacted]	
	Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS is an optional line item under File Operations Support and is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government.				
	Nebraska Service Center: Est. Cost \$361,470.00 (Per Month) Extended Cost \$4,337,640.00				
(b)(4)	Texas Service Center: Est. Cost [redacted] Extended [redacted]				
(b)(4)	Total Estimate [redacted]				
(b)(4)	Award Fee Pool [redacted]				
(b)(4)	Total Est. Cost-Plus-Award-Fee [redacted]				
(b)(4)	Amount: [redacted] (Option Line Item) 11/01/2009				
	Accounting Info: Funded: \$0.00				
(b)(4)	The total amount of award: [redacted] The obligation for this award is shown in box 15G.				

SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

**U.S. Citizenship and Immigration Services
Service Center Operations**

**Performance Work Statement for
Service Center Operations Support Services
(SCOSS)**



**Contract Number: HSSCCG-07-D-00006
Group A – Nebraska & Texas Service Centers**

U.S. Citizenship and Immigration Services
20 Massachusetts Avenue, N.W.
Washington, D. C. 20529

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1.0 INTRODUCTION

The U.S. Citizenship and Immigration Services (USCIS) needs to acquire records management and processing services for its Service Center Direct Mail Program. The objective of the contract is to provide comprehensive records management services at the Service Centers in a manner that ensures efficient and effective adjudication, financial responsibility, and excellent customer service. USCIS is the customer of services under this contract.

This Performance Work Statement (PWS) provides the requirements for records management services at the four USCIS Service Centers. The primary purposes of this contract include but are not limited to, mail operations, data collection, fee collection and file operations. Over the next three years, it is anticipated that most of the workload in data collection and fee collection will transition to lockbox operations.

The USCIS is looking for innovation and new ideas that result in efficient, accurate, and timely performance of these services. Offerors are encouraged to propose alternative approaches to satisfy the performance requirements identified in this work statement.

The mission of USCIS is to secure America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system.

2.0 BACKGROUND

USCIS administers the Immigration and Nationality laws of the United States. USCIS operates District Offices throughout the United States and in various foreign countries. In the past, aliens eligible to apply for benefits under the immigration and nationality laws would submit their applications and/or petitions to one of the Districts. In 1986, to introduce greater efficiencies and improved productivity, a Direct Mail Program was initiated and four Service Centers were established in:

- California Service Center (CSC), Laguna Niguel, California;
- Nebraska Service Center (NSC), Lincoln, Nebraska;
- Texas Service Center (TSC), Dallas, Texas; and
- Vermont Service Center (VSC), St. Albans, Vermont.

The USCIS Service Centers were established to handle the mail, data entry, fee collection, file, and adjudication operations of most applications and/or petitions for immigration services and benefits. Those forms are *mailed* to USCIS Service Centers. Service Centers are not staffed to handle walk-in applications or answer questions. While some Centers have sole jurisdiction of specific application types, currently many applications are mailed based on geographical boundaries. California, Nebraska and Texas Service Centers have established form specific Post Office boxes to receive applications from applicants and petitioners that are mailed to the Centers. The Vermont Service Center generally does not have form specific Post Office boxes, which requires sorting within the mail operations activity.

The forms processed by each Service Center are listed on the USCIS home page and are subject to change, as are the special Post Office box numbers and zip codes by form type for the Service Centers using them. The home page is at USCIS.GOV.

Applicants and petitioners eligible to apply for certain benefits under the immigration and nationality laws, submit their forms directly to one of the four Service Centers.

Currently, the USCIS processes approximately 5 million applications and petitions at the four Service Centers each year. Based on experience over the past few years, USCIS estimates that application/petition receipt levels could increase or decrease from 0.2 million to 2 million forms per year over the next five years. It is possible the volume of receipt levels could increase by as much as 12 million forms per year. Workload in the Service Centers may increase or decrease during this contract based on a number of factors, including changes brought about by technological advances, USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, and/or changing global events.

The contractor duties are broad and multi-faceted. Support is rendered to a number of different directorates, offices, and projects. While the bulk of the duties are similar in nature, each Service Center has inherent operational variances in how work is processed. For example, each directorate or office may have a number of unique tasks that are performed only in the directorate or office. Most of the work is performed during the normal hours of operation of 6:00 a.m. to 11:30 p.m., Monday through Friday, except Federal holidays. However, due to the nature of USCIS mission, some work is performed and must be supported, outside of normal hours of operation and/or on weekends. Should the volume of receipts increase by the twelve million forms previously mentioned, it may be necessary to extend operating hours to as much as 24 hours per day. In addition, the contractor shall provide the necessary resources required to support urgent requirements whenever necessary.

USCIS is implementing a bi-specialization concept whereby specific forms and accompanying workload will be equally distributed between two designated Service Centers. This process will assist the Service Centers in efficiently processing casework in a manner that ensures quality, consistency, and reduce cycle times of all forms. While "bi-specialization" can be defined as the sharing of the national workload of a form type by a team of two Service Centers regardless of jurisdiction, some form types will continue to be disbursed to all four Centers (e.g. Legalization). In addition, some Centers may retain sole jurisdiction of certain form types (e.g. I-360 Violence Against Women Act (VAWA) at the VSC). Table 1 – which is subject to change - provides an overview of bi-specialization by form and shared Service Center(s).

Table 1. Bi-Specialization by Form and Shared Service Center

Summary of Future Filing Locations (projected 7/30/2007) for USCIS Form Types

The information provided is current as of the date this document was prepared – 6/27/2007 – and is only intended to be a general summary, as it may be subject to change.

Quick Glossary of Terms and Acronyms

A/S	Adjustment of Status	Jx	Jurisdiction
C/S	Change of Status	Bi-Spec 3 or 4	Phase 3 or 4 of Bi-Specialization
HRIFA	Haitian Refugee Immigrant Fairness Act	Bi-Specialization	Pairing of like workloads between 2 Service Centers.
VAWA	Violence Against Women Act		

Form	Filing Location	Comments/Notes
I-485, Employment-Based A/S	Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives.	N.1 Certain concurrently filed, related applications are also accepted (all I-140s and certain I-360s).
I-485, Family Based A/S, Registry, and Certain Special Immigrants	All are filed with the Lock Box.	N.1 For Lock Box filings, the NBC transfers interview waived family-based 485s to the CSC. N.2 At this time, no change is anticipated under bi-spec 3 or 4 for this grouping of I-485s.
I-485, Cuban A/S	All are filed with the Lock Box.	N.1 The NBC transfers to the TSC. TSC wants Lock Box to continue accepting these applications.
I-485, HRIFA <u>dependents</u> A/S	All are filed with the NSC.	N.1 At this time, no change anticipated under bi-spec 3 or 4.
I-485, Refugee A/S	All are filed with the NSC.	N.1 At this time, no change anticipated under bi-spec 3 or 4.
I-485, Asylee A/S	Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives.	
I-526, Investor	Filed with TSC.	

I-129, Nonimmigrant Worker	Filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where the beneficiaries temporary employment will be.	N.1 Certain filing exceptions remain in effect. See I-129 filing exception chart below.
I-129F, K-1 Fiancé(e)s, K-3 Spouses	K-1s filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where beneficiary lives or where they last lived in the US. K-3 filed with service center that has I-130 petition.	
I-140, Employment-Based Immigrant Petition	Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives.	
I-360, VAWA – Battered or Abused Spouse or Child.	Filed with the VSC.	N.1 Concurrent I-360/I-485 filings received at lockbox are bundled and forwarded to VSC for all processing.
I-360, Int'l Broadcasters	Filed with the VSC.	N.1 No concurrent I-485 filing allowed.
I-360, Int'l Organization Employees (G-4s)	Filed with the NSC.	N.1 Concurrent filing with I-485 allowed
I-360, Widow/ers	Solo filings filed with VSC. Concurrent filings go to lock box.	N.1 May also be filed overseas.
I-360 Religious Workers	Filed with the CSC.	N.1 No concurrent I-485 filing allowed.
I-360 Amerasians, Special Immigrant Juveniles	Should not be accepted by not filed with service centers.	
I-360 Afghan and Iraqi Translators	Filed with the NSC.	N.1. No concurrent I-485 filing allowed.
I-360 Other Special Immigrants including Armed Forces Member, Panama, Special Immigrant Physician	Filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where beneficiary lives.	N.1 No concurrent I-485 filing allowed (Armed Forces Member may file concurrently only with Chicago Lock Box).

I-539, COS or EOS	See filing chart below.	
I-131, Re-Entry Permit or Refugee Travel Document	Filed with the NSC.	
I-131, Advance Parole	If I-485 filed previously at a SC or if advance parole filed concurrently with an I-485 filed at a SC file with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives. If the underlying I-485 is filed with the lock box, the I-131 is also filed with the lock box.	N.1 Advance parole filed for pending I-485 at a SC does not have to be filed where the I-485 is pending. N.2 Advance parole filed in locations other than lock box and service centers.
I-102, Replacement I-94	If filed to replace a lost I-94 issued by a service center or to correct an error on an I-94 issued by a service center, the I-102 is filed with the service center that issued the I-94.	N.1 At this time, no change anticipated under bi-spec 3 or 4.
I-730, Derivative Asylees	Filed with the NSC (if in the NSC or CSC jx) or the TSC (if in the TSC or VSC jx).	
I-765, EADs	See attached Filing Chart below.	
I-751, Remove Conditions on LPR Status (family)	Currently filed at all 4 centers based on the center having jx over the applicant's residence.	N.1 Under bi-spec 4, the 751 will be filed with the CSC (if in the CSC or NSC jx) or the VSC (if in the VSC or TSC jx).
I-829, Remove Conditions on LPR Status (Immigrant Investors)	Filed at the TSC. Concurrent I-526 and I-485 filings not accepted.	
I-821, TPS	Currently filed at the Lock Box and forwarded to the VSC.	
I-817, Family Unity	IMMACT 90 family unity applications are filed at all 4	N.1 Under bi-spec 4, IMMACT 90 I-817s will be filed with the CSC (if in the CSC or NSC jx) or the VSC (if in the VSC or TSC jx).

	centers based on the center having jx over the applicant's residence. LIFE Act family unity applications are filed with the lock box.	N.2. At this time, it is anticipated that "LIFE" family unity applications will continue to be filed with the lock box.
I-824, Duplicate Notice/Consular Notification	Currently, Form I-824 is filed with the service center that took the last action. Also filed with lockbox if district office took last action.	N.1 There are no plans to bi-specialize this form. N.2. Many of the I-824s for follow to joins (Option C on the form) are filed with the lockbox and adjudicated by Field Operations.
N-400, Natz (Non-Military)	Currently, Form N-400 is filed with all 4 centers based on the center having jx over the applicant's residence.	N.1 At this time, no change is anticipated under bi-spec 3. Possible bi-specialization of the N-400 workload TBD under phase 4.
N-400, Natz (Military)	N-400 for military natz is filed at the NSC, unless it is for <u>posthumous military natz, which is filed at the CSC.</u>	N.1 At this time, no change is anticipated under bi-spec 3 or 4 for military natz or posthumous military natz.
N-565, Replacement of Natz. Cert	Currently, Form N-565 is filed with the NSC (if in the NSC or CSC jx) or the TSC (if in the TSC or VSC jx).	N.1 At this time, no further change is anticipated under bi-spec 3 or 4.
I-90 Replacement ARC	Filed with the Los Angeles Lock Box.	
I-90 Renewals	Filed with the Los Angeles Lock Box.	
I-90, bs and ds	Currently, filed with the service center that took the last action.	N.1 At this time, no change anticipated under bi-spec 3 or 4.
I-914 for T Status (Victim of Trafficking)	Currently, Form I-914 is filed with the VSC.	N.1 At this time, no further change is anticipated under bi-spec 3 or 4.

Form I-129, Application for Nonimmigrant Worker, filing exceptions.

Form I-129 Filed for Temporary Employment or Training in More Than One Location: When the temporary employment or training will be in different locations, the state where your company or organization is located will determine to which Service Center you should send your Form I-129 package. For example, if the beneficiary will work in Arizona and Texas, and your company is located in New York, file Form I-129 with the Vermont Service Center.

H-1C Classification for Nurses: Mail the I-129 package to the Vermont Service Center, regardless of where the temporary H-1C nurse will be employed.

R Classification for Temporary Religious Workers: Mail the I-129 package to the California Service Center, regardless of where the temporary religious worker will be employed.

Major League Sports: Mail the I-129 package to the Vermont Service Center, regardless of place of temporary employment. This covers major league athletes, minor league sports and any affiliates associated with the major leagues in baseball, hockey, soccer, basketball, and football. Support personnel includes coaches, trainers, broadcasters, referees, linesmen, umpires, and interpreters.

Change of Status or Extension of Stay Under Certain Free Trade Agreements: Mail Form I-129 to the Vermont Service Center, regardless of the place of temporary employment, if Form I-129 is filed to request a change of status or extension of stay under one of the Free Trade Agreements listed below.

- o Change of Status to TN or TN Extension under Trade NAFTA for Nationals of Canada or Mexico.
- o Change of Status to H-1B1 or Extension of H-1B1 Stay for Nationals of Singapore and Chile.
- o Change of Status to E-3 or Extension of E-3 Stay for Nationals of Australia.

§ **Initial Classification Under Certain Free Trade Agreements:** DO NOT use Form I-129 to apply for initial classification under one of the Free Trade Agreements listed below.

o **Initial TN Classification for Nationals of Mexico (outside the United States):** To obtain more information on the application process for initial TN classification, please visit the U.S. Department of State's TN Visa website. A link to the Department of State's website can be found under "Related Links" on the upper right section of this page.

o **Initial TN Classification for Nationals of Canada (outside the United States):** Please see [8 CFR 214.6](#) for information on applying for initial TN admission at a U.S. port of entry. A link to Title 8 of the Code of Federal Regulations can be found under "Related Links."

o **Initial H-1B1 Classification Under the Singapore/Chile Free Trade Agreement:** To obtain more information on applying for initial H-1B1 classification, please visit the U.S. Department of State's website.

o **Initial E-3 Classification Under the Australian Free Trade Agreement:** To obtain more information on applying for initial E-3 classification, please visit the U.S. Department of State's website.

Form I-539, Application for Change of Status or Extension of Stay Effective April 2, 2007 This chart provides the direct filing addresses for Form I-539, which become effective April 2, 2007. Please note the filing addresses below and the filing exceptions for certain classifications.		
IF	And	Mail I-539 to:
You are a dependent spouse or child applying for change of status as a dependent to E-1, E-2, H-4, L-2, O-3, P-4, or for an extension of your dependent E-1, E-2, H-4, L-2, O-3, P-4, or TD status	you are filing Form I-539 at the same time as the principal,	<u>together</u> with the principal's Form I-129 as part of the same package, send the entire I-129/I-539 package to the I-129 filing location, according to the instructions on the I-129 filing chart.
	the principal's petition and change of status request are pending	to the same Service Center where Form I-129 filed for the principal is pending. Include a copy of the filing receipt (or transfer notice) for the principal's Form I-129 showing the current pending location.
	the principal's petition and change of status request are approved	to the same Service Center that approved the principal's I-129 and change of status or extension application. Include a copy of the principal's approval notice.
you are in any other nonimmigrant status (and not listed in the exceptions) applying for change of status or extension of stay	you live in: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Nevada, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin or Wyoming,	USCIS California Service Center P.O. Box 10539 Laguna Niguel, CA 92607-1053
	Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, U.S. Virgin Islands, West Virginia, or the District of Columbia	USCIS Vermont Service Center 75 Lower Welden Street St. Albans, VT 05479-0001

<p>you are an F-1 or M-1 student applying for re-instatement</p>	<p>Your educational institution is located in: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Nevada, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin or Wyoming.</p>	<p>USCIS California Service Center P.O. Box 10539 Laguna Niguel, CA 92607-1053</p>
	<p>Your educational institution is located in: Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, U.S. Virgin Islands, West Virginia, or the District of Columbia</p>	<p>USCIS Vermont Service Center 75 Lower Welden Street St. Albans, VT 05479-0001</p>

Exceptions

R-2 Religious Worker Dependents:

File Form I-539 with the California Service Center, regardless of where the principal is/will be employed.

H-1 C Nurses dependents:

File Form I-539 with the Vermont Service Center, regardless of where the principal is/will be employed.

TD dependents of TN principals (Free Trade – Canada and Mexico), H-4 dependents of H-1B1 principals (Free Trade – Singapore and Chile), and E-3 dependents of E-3 principals (Free Trade – Australia) applying for a change of status or extension of stay:

File Form I-539 with the Vermont Service Center, regardless of where the principal is/will be employed.

Dependents of Major League Sports Athletes or Support Personnel:

File with the Vermont Service Center. This covers major league athletes, minor league sports and any affiliates associated with the major leagues in baseball, hockey, soccer, basketball, and football. Support personnel includes: coaches, trainers, broadcasters, referees, linesmen, umpires, and interpreters.

A, G, and NATO:

For change of status requests to A,G, or NATO classification for employment with an embassy, international organization, or NATO, mail Form I-539 through your embassy, international organization, or NATO to: Department of State, Office of Protocol, 3507 International Place, N. W.,

Suite 242, Washington, D.C. 20008.

For change of status requests to G classification for employment with a foreign government's mission to the United Nations or with the United Nations Secretariat, mail Form I-539 through the foreign government's mission or the UN Secretariat to: U.S. Mission to the United Nations, 799 United Nations Plaza, New York, NY 10017.

For a dependent spouse or child requesting a change of status to a NATO classification based on the principal's classification as a NATO nonimmigrant, mail Form I-539 to: NATO/HQ SACT Legal Affairs, 7857 Blandy Road, Suite 100, Norfolk, VA 23551. If you or the principal NATO nonimmigrant through whom you derive your status are posted at a national component or as an exchange officer, please submit form I-539 to your embassy for proper filing through official diplomatic channels.

For a change of status from A, G, or NATO classifications to another nonimmigrant classification, file Form I-539 with the USCIS Service Center designated to handle the new nonimmigrant classification sought. You must submit with Form I-539 an endorsement by the Department of State Visa office, or a USUN official at Part 7 on the Form I-566 (interagency Record of Request-A, G, or NATO Dependent Employment Authorization or Change/Adjustment to Extend/Change nonimmigrant Status).

For extensions of stay for A-3, G-5, or NATO-7 nonimmigrants, submit your application through your embassy or international organization, or NATO command for proper filing through official diplomatic channels.

V Nonimmigrants:

Follow the filing instructions on Form I-539 supplement A, Filing Instructions for V Nonimmigrants

Form I-765, Application for Employment Authorization

Effective July 30, 2007

Eligibility Category Number	Category Description	Filing Location
274a.12(a)		
(1)	Lawful Permanent Resident	Separate EAD not required. Use Form I-551 (Permanent Residence Card)
(3)	Refugee	USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765

		<p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p>
(4)	Paroled Refugee	<p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p>
(5)	Asylee	<p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p>
(6)	Fiancé(e)	<p>Service Center with jurisdiction over your residence (see Service Center Filing Chart below).</p>
(7)	N-8 or N-9	<p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p>

		<p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p>
(8)	Micronesia/Marshall Is.	<p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p>
(9)	LIFE K3/4	<p>If you live in Alabama, Arkansas, Colorado, Connecticut, Delaware, the District of Columbia, Florida, Georgia, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Utah, the U.S. Virgin Islands, Vermont, Virginia, West Virginia or Wyoming, send your application to (this address may be used for both US Postal Service and private courier deliveries):</p> <p>USCIS Vermont Service Center Attn: I-765 75 Lower Welden St.</p>

		<p>St. Albans, VT 05479-0001</p> <p>If you live in Alaska, Arizona, California, the Commonwealth of Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, Ohio, South Dakota, Washington or Wisconsin, mail your application to:</p> <p>USCIS California Service Center P.O. Box 10765 Laguna Niguel, CA 92607-1076</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS California Service Center 24000 Avila Road 2nd Floor, Room 2312 Laguna Niguel, CA 92677</p>
(10)	Withholding	<p>USCIS P.O. Box 805887 Chicago, IL 60680-4120</p>
(11)	Extended Voluntary Departure	<p>Service Center with jurisdiction over your residence (see Service Center Filing Chart below).</p>
(12)	Temporary Protected Status re-registration or initial filing.	<p>See instructions in the Federal Register notice for your country's TPS designation.</p>
	Temporary Protected Status - replacement for valid lost, stolen or mutilated EAD.	<p>This address may be used for both US Postal Service and private courier deliveries:</p>

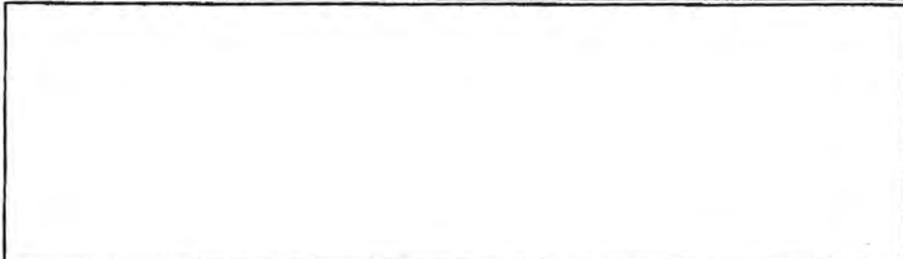
		<p>USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001</p>
(13)	Family Unity - replacement of lost, stolen or mutilated EAD.	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(14)	LIFE Legalization	<p>USCIS P.O. Box 7219 Chicago, IL 60680-7219</p>
(15)	V nonimmigrants	<p>USCIS P.O. Box 7216 Chicago, IL 60680-7216</p> <p>This address may be used for both US Postal Service and private courier deliveries:</p>
(16)	T principal renewals	<p>USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001</p>
(17)	E spouses	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(18)	L spouses	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
Eligibility Category Number	Category Description	Filing Location
274a.12(c)		
(1)	Spouse/Dependent of foreign government official	Department of State (who certifies and forwards to Nebraska Service Center)

(2)	Spouse/Dependent of Coord. Council NA Affairs	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(3)(i)	F-1 Opt PT	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(3)(ii)	F-1 International Org. Act	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(3)(iii)	F-1 Hardship	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(4)	Spouse/Dependent of G-1, 3, 4	Dept. of State/United Nations (alien's sponsoring organization) who certifies and forwards to Nebraska Service Center
(5)	J-1 dependent	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(6)	M-1 PT	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(7)	NATO dependent	NATO, who certifies and forwards to Nebraska Service Center
(8)	Asylum applicant	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
	Asylum applicant under special ABC filing instructions and you are filing your asylum and EAD applications together.	Mail to office where you are filing your asylum application.
(9)	I-485 pending	Please see page 7 of the form instructions for more information.
(10)	244 Suspension	See form for filing location instructions.
(11)	Public Interest Parolee	USCIS

		P.O. Box 805887 Chicago, IL 60680-4120
(12)	Not in use	
(13)	Not in use	
(14)	Deferred Action (also see exception below) Exception: If deferred action was based on an approved Form I-360 petition filed for a battered or abused spouse or child.	USCIS P.O. Box 805887 Chicago, IL 60680-4120 This address may be used for both US Postal Service and private courier deliveries: USCIS Vermont Service Center 75 Lower Welden St.
(15)	Not in use	
(16)	Sec 249 Creation of Record	USCIS P.O. Box 805887 Chicago, IL 60680-4120
(17)(i)	B-1 Domestic of Nonimmigrant	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(17)(ii)	B-1 Domestic of Certain USC's	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(17)(iii)	Employee Foreign Airline	Service Center with jurisdiction over your residence (see Service Center Filing Chart below).
(18)	Order of Supervision	USCIS P.O. Box 805887 Chicago, IL 60680-4120
(19)	Temporary Protected Status	See instructions in the Federal Register notice for your country's TPS designation.
(20)	Sec 210 Legalization	Service Center with jurisdiction over your residence (see addresses below).

(21)	S Nonimmigrant	Don't use Form I-765. See USCIS Contact.
(22)	Sec 245A Legalization: If you have a pending I-687 (Legalization Application) based on an approved "Front Desk Questionnaire"	<p>USCIS Texas Service Center P.O. Box 851041 Mesquite, TX 75185-1041</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Texas Service Center 4141 North St. Augustine Road Dallas, TX 75227</p>
	If you filed a completed legalization application pursuant to Section 245A of the Act (and Section 245(a) 8 Code of Federal Regulations).	Service Center with jurisdiction over your residence (see addresses below).
(23)	Irish Peace Process	Do not use Form I-765. I-94 used.
(24)	LIFE Legalization	<p>USCIS P.O. Box 7219 Chicago, IL 60680-7219</p> <p>This address may be used for both US Postal Service and private courier deliveries:</p>
(25)	T dependents	<p>USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001</p>
Service Center Filing Chart		
If you live in:		Mail your application to:
Connecticut, Delaware, D.C., Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont,		This address may be used for both US Postal Service and private courier deliveries:

<p>Virginia, West Virginia, U.S.V.I.</p>	<p>USCIS Vermont Service Center Attn: I-765 75 Lower Welden Street St. Albans, VT 05479-0001</p>
<p>Arkansas, Alabama, Georgia, Florida, Louisiana, Kentucky, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas</p>	<p>USCIS Texas Service Center P.O. Box 851041 Mesquite, TX 75185-1041</p> <p>Or for private courier (non-USPS) deliveries to the Texas Service Center:</p> <p>USCIS Texas Service Center 4141 North St. Augustine Road Dallas, TX 75227</p>
<p>Arizona, California, Guam, Hawaii, Nevada</p>	<p>USCIS California Service Center P.O. Box 10765 Laguna Niguel, CA 92607-1076</p> <p>Or for private courier (non-USPS) deliveries to the California Service Center:</p> <p>USCIS California Service Center 24000 Avila Road 2nd Floor, Room 2312 Laguna Niguel, CA 92677</p>
<p>Alaska, Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin, Wyoming</p>	<p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p>



Or for private courier (non-USPS) deliveries to the Nebraska
Service Center:

USCIS
Nebraska Service Center
850 S. St.
Lincoln, NE 68508-1225

3.0 GENERAL SCOPE OF WORK

The services in this PWS include administrative and technical functions in support of records management for the USCIS Service Center operations. In the performance of these services the contractor shall gather information, exercise judgment and present facts to USCIS employees for review and decision. However, the contractor shall not make official policy or decisions on behalf of USCIS. While the contractor employees may handle funding and accounting records, they may not make decisions that are inherently governmental in nature nor do they have USCIS signature authority.

Contractor shall provide all personnel and supervision necessary to perform the requirements of the contract. USCIS will provide property and services listed later in this PWS. Contractor shall use Government provided equipment and shall not introduce Contractor owned production equipment within the Service Center facilities. Contractor is required to provide transportation for mail pick-up and file transport between buildings at the same center. Contractor will be allowed to install and pay for DSL capabilities within the administrative area provided to the Contractor.

It is anticipated that the services and products required under this contract shall be provided primarily at each of the four Service Centers:

- California Service Center (CSC), Laguna Niguel, California. This Service Center is currently located in a single building. **Note:** *Location subject to change within surrounding area.*
- Nebraska Service Center (NSC), Lincoln, Nebraska. This Service Center is currently located in three buildings within 5 miles of each other in Lincoln, Nebraska. **Note:** *Locations subject to change within surrounding area.*
- Texas Service Center (TSC), Dallas, Texas. This Service Center is currently located in three buildings. Two buildings are located together in Dallas and one building is located approximately 18 miles away. **Note:** *Locations subject to change within surrounding area.*
- Vermont Service Center (VSC), St. Albans, Vermont. This Service Center is currently located in five buildings. Four buildings are within approximately ½ mile of each other in St. Albans and one building is located approximately 30 miles from the others, in Essex Junction. **Note:** *Locations subject to change within surrounding area.*

The contractor is expected to accomplish the required tasks in each functional category during normal hours of operation. Additional work requirements that arise may require specific Government-directed file operations outside normal hours of operation. All travel and training are the responsibility of the contractor.

4.0 CONTRACTOR TASKS/REQUIREMENTS

4.1 General Requirements

- 4.1.1 The contractor shall provide on-site management and implement appropriate management systems to assure the quality, reliability, accuracy, and timeliness of all services and products provided to USCIS. In addition the contractor shall keep the onsite COTRs updated on operational status and plans.
- 4.1.2 The contractor shall comply with all USCIS policies, procedures, and regulations in effect during the performance of the contract.
- 4.1.3 The contractor shall provide all reports required in this contract in accordance with paragraph 6.0 Deliverables.
- 4.1.4 The contractor shall immediately report suspected fraud, waste and abuse to the COTR and Contracting Officer.
- 4.1.5 The contractor shall require all contractor personnel to sign nondisclosure statements affirming that they will not disclose data they encounter in the performance of this contract to any unauthorized entity.
- 4.1.6 The contractor shall maintain accounting of a 45-day supply of all consumables, including mail supplies available through the United States Postal Service (USPS) and courier companies, to meet all requirements of this contract. The contractor shall provide sufficient notice to the COTR of the need for additional consumables to enable timely replenishment.
- 4.1.7 The contractor shall perform a 100% audit of file holdings semi-annually to include all Service Center operating units to ensure physical location of the files is properly recorded in the electronic tracking systems in accordance with USCIS policies and procedures.
- 4.1.8 The contractor shall track and secure blank pre-printed A-File jackets in the contractor's possession in accordance with USCIS policies and procedures.
- 4.1.9 The contractor shall prepare packing manifests in accordance with Service Center procedures.
- 4.1.10 The contractor shall generate USCIS pre-approved letters, notices, messages (including E-mail).
- 4.1.11 The contractor shall expedite special file operations requests within the timeframes designated by USCIS policies and procedures. (See 4.5.2).
- 4.1.12 The contractor shall carry out document destruction when necessary in accordance with USCIS policies and procedures as directed by the COTR.
- 4.1.13 The contractor shall conduct system searches when requested in accordance with USCIS policies and procedures, and/or by the COTR. (See 4.5.5).

4.1.14 The contractor shall update data in various electronic data systems as necessary and as required in accordance with USCIS policies and procedures and/or by the COTR.

4.1.15 The contractor shall operate and perform basic user maintenance on government provided equipment in accordance with Original Equipment Manufacturer (OEM) and Service Center instructions and as directed by the COTR. This may include, but is not limited to making necessary adjustments to equipment to accommodate various size letters and correspondence, clearing paper jams, changing toner cartridges, etc.

4.1.16 The contractor shall provide notification within one (1) hour (measured during normal hours of operation) of government provided equipment malfunctions or failure to the COTR.

4.1.17 Operational Flexibility

Background	The normal hours of operation at the Service Centers are 6:00 a.m. - 11:30 p.m., Monday through Friday, excluding Federal holidays, or at the direction of the Service Center Director. Should the volume of receipts increase by the twelve million forms previously mentioned in Section 1.0, it may be necessary to extend operating hours to as much as 24 hours per day. However, due to the nature of USCIS mission, some file operations are performed and must be supported, outside of normal hours of operation and/or on weekends.
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4.1.17.1 The contractor shall obtain written approval of the COTR for work schedules different from the normal hours of operation one (1) week prior to the commencement of the schedule.

4.1.17.2 The contractor shall actively manage its workforce to maintain operational flexibility to perform all the requirements of this contract, at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.

4.1.18 The contractor shall maintain the capability to accommodate spikes in receipt volumes that occur from time to time and that are predicted at least 45 calendar days in advance of the anticipated sudden increase in receipt volumes. These spikes may be attributable to the beginning of an application period, anticipated changes in fees to be charged, or other phenomena.

4.1.19 The contractor shall maintain the capability to accommodate surges in volume receipts of up to 20% above the daily average receipt volume for the previous twenty business days. In the event the receipt volume exceeds 120% of the rolling daily average for the previous twenty business days, the contractor shall only be held responsible for meeting the timeliness performance requirements for 120% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the receipts for the next day. If the surge extends beyond one day, then the contractor will continue to perform under the

same rule for as long as the surge lasts, recalculating the rolling daily average receipt volume and the 120% volume each day based on the previous twenty business days.

4.2 Mail Operations Support:

4.2.1 The contractor shall perform all tasks necessary for, or incidental to, the receipt, processing, and delivery of incoming and outgoing mail for all components in the Service Centers and for the USCIS Regional Headquarters for the Western Region (co-located within the Federal Building housing the California Service Center in Laguna Niguel, CA). This includes the handling of registered mail which is an authorized means of transmitting classified information at the Secret level. All personnel handling or transporting registered mail must possess a security clearance at the Secret level (see PWS Paragraph 5 and DD Form 254).

4.2.2 The contractor shall route, process, and account for all mail – to include but not be limited to USPS mail, courier service packages, etc., to and from sources external to the service center, in a manner that optimizes proper file management and security, expedites data collection, maintains financial accountability, and maximizes throughput. The contractor shall process suspicious packages in accordance with USCIS policies and procedures. See also 4.5.19

4.2.3 The contractor shall stage and maintain a count of mail for pickup by presort contractor in accordance with the USCIS policies and procedures.

4.2.4 Full adherence to applicable USCIS security policies and procedures is required for all handling of mail and fee instruments.

4.2.5 Collect, Process, and Deliver Mail

4.2.5.1 The contractor shall pick up mail from the USPS facilities serving the Service Center, in a timely manner, using contractor provided transportation. The contractor shall also receive mail delivered by the USPS, any third party couriers, and/or authorized Government agencies during normal hours of operation.

Standard	The contractor picks up mail from each USPS facility serving the Service Center at a minimum of two times every business day – except at VSC where the requirement shall be once every business day - (Monday through Friday – except Federal holidays) and all such mail is received during regular work hours.
Measure	Validated customer complaints

4.2.5.2 All incoming mail, including undeliverable or returned mail, shall be opened (excluding certain exceptions), sorted, date stamped, properly handled and routed to the appropriate area, in a timely manner, in accordance with local policies and procedures. Registered mail shall be properly handled and secured in accordance with USCIS policies and procedures.

Standard 1	No more than 10 pieces of mail per day received before 12:00 noon are not opened, sorted, date stamped, and routed to appropriate areas no later than close of the same business day the mail is received in the Service Center in accordance with USCIS policies and procedures.
Measure	Periodic observation and Validated customer complaints
Standard 2	All registered mail is properly handled, secured, and delivered in accordance with USCIS policies and procedures.
Measure	Periodic observation and Validated customer complaints

4.2.5.3 The contractor shall log registered and certified mail.

Standard	All registered and certified mail is accurately logged.
Measure	Periodic observation

4.2.5.4 The contractor shall process outgoing third party courier mail by utilizing the courier's computer-based system.

Standard	The contractor utilizes the third party courier's tracking and delivery verification system for third party courier mail in all cases.
Measure	Validated customer complaints

4.2.5.5 The contractor shall receive Post Office Non-Deliverable Securities (PONDS) and prepare a manifest of them in accordance with Service Center procedures.

Standard	All PONDS mail is accounted for in the manifest per month.
Measure	Validated customer complaints

4.2.5.6 The contractor shall correctly process all outgoing mail in a timely manner and all uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance.

Standard 1	All outgoing mail is metered no later than the scheduled time for the presort contractor.
Measure	Validated customer complaints
Standard 2	All outgoing mail has the appropriate postage for the weight and class affixed.
Measure	Validated customer complaints
Standard 3	All outgoing mail is properly prepared for mailing with complete and visible delivery addresses in accordance with Service Center procedures. Any uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance.
Measure	Validated customer complaints

4.2.5.7 The contractor shall deliver sealed and metered outgoing mail on a regular basis to the USPS or to designated third parties on the same date it was metered.

Standard	All outgoing mail is delivered to USPS, or to designated third parties, a minimum of once per business day (Monday through Friday, excluding Federal holidays) on the same date mail was metered.
Measure	Validated customer complaints

4.3 Data Collection Support:

Background	The accuracy of data collection is critical to the USCIS mission and includes, but is not limited to, keying fields such as A-file number, date of birth, name and alias(es), address, attorney name and address, monetary amount, corrections, updates to applicant/petitioner information, and other pertinent information. The contractor is required to verify the accuracy of the information entered into USCIS systems. Accurate data entry may require the contractor to search for valid data within source documents when entering information from specific forms. Contractor should anticipate occasional IT system outages in order to direct work efforts to other activities. Data Collection Support does not include system updates for incoming and outgoing correspondence such as Request for Evidence, RAP Sheets, and similar documents.
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4.3.1 The contractor shall assemble forms and other materials in accordance with USCIS policies and procedures.

Standard	The contractor assembles forms and other materials in accordance with USCIS policies and procedures.
Measure	Periodic observation & Validated customer complaints

4.3.2 The contractor shall review applications and/or petitions for completeness, jurisdiction, signature, and correct fee, and process those compliant and non-compliant applications/petitions in accordance with USCIS policies and procedures.

Standard 1	The contractor correctly identifies and rejects 98% of unacceptable forms.
Measure	Random sampling
Standard 2	The contractor correctly logs 98% of manually rejected forms.
Measure	Random sampling
Standard 3	98% of rejected forms (and fees, as appropriate) are mailed to the

	applicant/petitioner no later than close of business the day following rejection.
Measure	Random sampling
Standard 4	2% or less of acceptable applications and petitions are rejected.
Measure	Random sampling

4.3.3 The contractor shall collect information from source documents and input data into various formatted screens in accordance with USCIS policies and procedures. Accurate data entry of all fee-bearing forms with the exception of the N-400 must be completed no later than close of working day (11:30 p.m.) on the day received in the service center. Accurate data entry of the N-400 form must be completed no later than close of working day (11:30 p.m.) on the next business day following being received in the service center. Accurate data entry of nonfee-bearing forms must be completed no later than close of working day (11:30 p.m.) on the 2nd business day following being received in the service center.

Standard 1	Accurate data entry of all fee-related forms other than the N-400 must be completed no later than close of the working day (11:30 p.m.) on the day received at the service center.
Measure	Random sampling
Standard 2	Accurate data entry of the N-400 must be completed no later than close of the working day (11:30 p.m.) on the next business day after being received at the service center.
Measure	Random sampling
Standard 3	Accurate data entry of all non-fee related forms must be completed no later than close of the working day (11:30 p.m.) on the 2 nd business day after being received at the service center.
Measure	Random sampling

4.3.4 The contractor shall appropriately and correctly prepare and affix barcode labels and other identifiers.

Standard	All Identifiers, including barcode labels, are appropriately and correctly prepared and affixed to all applications, petitions, and file jackets in accordance with USCIS policies and procedures.
Measure	Validated customer complaints

4.3.5 The contractor shall generate screen printouts in conjunction with data entry in accordance with USCIS policies and procedures. See Attachment 7.5 for examples of the form types that require screen prints.

Standard	All screen prints are generated in accordance with USCIS policies and procedures.
Measure	Periodic observation & Validated customer complaints

4.3.6 The contractor shall scan biometric information from documents, as required, and perform cropping, scaling and adjusting of contrast and brightness as necessary to achieve an acceptable quality image for document production.

Standard	All biometric information is scanned from documents as required, and cropping, scaling and adjusting of contract and brightness are performed as necessary to achieve an acceptable quality image for document production.
Measure	Periodic observation & Validated customer complaints

4.3.7 The contractor shall scan, process, and verify fingerprint submissions for submission to the Federal Bureau of Investigation (FBI).

Standard	All fingerprint submissions are scanned, processed accurately and submitted to the FBI no later than close of the third business day following being received in the Service Center (exception: Orphan and adoption cards are processed and submitted no later than close of the next business day).
Measure	Validated customer complaints

4.3.8 The contractor shall create files during data collection in accordance with USCIS policies and procedures. Fee-bearing forms and premium applications and/or petitions requiring either an A-file, or T-file or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m.) on the day received in the service center. The non fee-bearing forms will be created no later than close of working day (11:30 p.m.) on the 2nd business day following being received in the service center. The I-485 A-file, when needed, shall have the A-file created no later than close of working day (11:30 p.m.) on the 3rd business day following being received in the center.

Standard 1	All fee-bearing forms and premium applications and/or petitions requiring either an A-File, T-File or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m.) on the day received in the service center.
Measure	Validated customer complaints
Standard 2	All non fee-bearing forms requiring either an A-File, T-File or receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m) on the 2 nd business day following being received in the service center.
Measure	Validated customer complaints
Standard 3	All I-485 A-Files, when needed shall have

	the A-File created no later than close of working day (11:30 p.m.) on the 3 rd business day following being received in the center.
Measure	Validated customer complaints
Standard 4	No duplicate A-file records are created.
Measure	Validated customer complaints

4.3.9 The contractor shall schedule biometric appointment in accordance with USCIS policies and procedures.

Standard	All biometrics appointments are scheduled in accordance with USCIS policies and procedures.
Measure	Validated customer complaints

4.4 Fee Collection:

The contractor shall collect and process fees in accordance with the Department of Treasury Financial Manual and in accordance with USCIS policies and procedures regarding safeguarding and accounting of financial instruments (cash, checks, and money orders).

4.4.1 The contractor shall endorse fees and prepare them for depository pick up on the next business day after the fees were received in the Service Center.

Standard 1	All fees are prepared for deposit in accordance with USCIS policies and procedures.
Measure	Random sampling
Standard 2	Contractor endorses and deposits all fees not later than the depository pick up on the next business day after the fees were received in the Service Center.
Measure	100% audits and Validated customer complaints

4.4.2 The contractor shall accurately generate, prepare, reconcile, and report daily deposits in accordance with USCIS policies and procedures.

Standard	All deposits are accurately generated, prepared, reconciled, and reported daily.
Measure	Periodic observation and Validated customer complaints

4.4.3 The contractor shall monitor and safeguard fees at all times while within the contractor's custody in accordance with USCIS policies and procedures.

Standard	All fees are monitored and safeguarded at all times when in the
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	custody of the contractor.
Measure	Periodic observation & Validated customer complaints

4.5 File Operations Support:

Background	<p>Successful performance of File Operations Support is critical to the success of this contract and to the USCIS mission. The contractor is required to receive, store, retrieve, maintain and distribute files and internal mail in a timely, complete, and accurate manner, consistent with applicable USCIS guidance and policies and procedures. File content is dictated by documentation requirements imposed by law, regulation, or public policy. Files may be in paper, electronic, or digitized formats.</p> <p>The contractor is required to update USCIS tracking systems, annotate appropriate actions on case processing worksheets, manifest cases and accountable documents being transferred as required, perform and follow-up File Transfer Requests (FTR), Manual Search Requests (MSR), perform file sorts, and file pulls as requested.</p>
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4.5.1 The contractor shall create files during file operations in accordance with USCIS policies and procedures.

Standard 1	All files for which an A-file or a receipt file is required by USCIS has an A-file or a receipt file created no later than close of the next business day following request from USCIS.
Measure	Validated customer complaints
Standard 2	No duplicate A-file records are created.
Measure	Validated customer complaints

4.5.2 The contractor shall, at any time (including outside normal hours of operation), accurately identify, locate and retrieve files requested by the COTR in a timely manner, in accordance with USCIS policies and procedures.

Standard	All files are accurately identified, located and retrieved within four (4) hours when requested by the COTR.
Measure	Periodic observation

4.5.3 The contractor shall request files from external sources in accordance with USCIS policies and procedures.

Standard	Contractor makes all system file requests no later than close of the next business day following request from USCIS or awareness of
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	the need.
Measure	Validated customer complaints

4.5.4 The contractor shall fulfill internal and external requests for files in a timely manner and in accordance with USCIS policies and procedures.

Standard	Contractor responds to 98% of requests, by correctly retrieving and delivering files no later than the close of the next business day (or within other designated timeframes) following request from USCIS.
Measure	Random sampling

4.5.5 During normal hours of operation, the Contractor shall fulfill customer requests for information located in Service Center files in the requested media.

Standard	Contractor provides requested information to customer within four (4) normal operating hours.
Measure	Validated customer complaints

4.5.6 The contractor shall perform file sorts in accordance with USCIS policies and procedures.

Standard	All files are segregated, stored, and routed in accordance with USCIS policies and procedures.
Measure	Validated customer complaints

4.5.7 The contractor shall file and re-file records in a timely manner and in accordance with USCIS policies and procedures.

Standard 1	Unless otherwise directed by the COTR all new applications and/or petitions are filed no later than close of the 2nd business day following data entry.
Measure	Periodic observation
Standard 2	Other incoming files and re-files are filed no later than close of the next business day following being received in the Service Center.
Measure	Periodic observation

4.5.8 The contractor shall update appropriate records in USCIS systems (e.g., Receipt and Alien File Accountability Control System (RAFACS), National File Tracking System (NFTS), Central Index System (CIS), etc.) for files.

Standard 1	When files are moved all systems are correctly updated and located in USCIS tracking systems.
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Measure	Periodic observation
Standard 2	The contractor reconciles and resolves 99% of issues identified through system-generated reports in accordance with USCIS policies and procedures.
Measure	Random Sampling

4.5.9 The contractor shall identify, consolidate, and merge all files related to a beneficiary of an application or petition and update all USCIS systems to accurately reflect the consolidation or merger in accordance with USCIS policies and procedures.

Standard	The contractor consolidates all files, physically and electronically, no later than close of the third business day following being received in the Service Center or identified in the Service Center, and prior to file movement.
Measure	Validated customer complaints

4.5.10 The contractor shall create and maintain temporary holding areas within the Service Centers for files that are on hold pending further actions (i.e. receipt of payment, fingerprints, or evidence).

Standard 1	The contractor maintains a tracking tickler-filing process that accurately identifies the expiration of all files held in the temporary holding areas.
Measure	Validated customer complaints
Standard 2	The contractor moves temporary holdings to the next stage of the appropriate process when required.
Measure	Validated customer complaints

4.5.11 The contractor shall scan, interfile, and connect correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems in a timely manner and in accordance with USCIS policies and procedures.

Standard 1	All Requests for Evidence (RFE) are connected no later than close of the third business day following being received in the Service Center.
Measure	Validated customer complaints
Standard 2	All correspondence is interfiled no later than close of the fifth business day following being received in the Service Center.
Measure	Validated customer complaints
Standard 3	The contractor moves all files to the adjudicator no later than close of the next business day following the requested evidence being connected to the file.
Measure	Validated customer complaints

4.5.12 The contractor shall maintain files in accordance with USCIS policies and procedures.

Standard 1	All file maintenance is performed in accordance with USCIS policies and procedures.
Measure	Validated customer complaints
Standard 2	All files are in suitable jackets at all times in accordance with USCIS policies and procedures.
Measure	Validated customer complaints
Standard 3	All barcodes are readable at all times.
Measure	Validated customer complaints

4.5.13 The contractor shall electronically transfer in USCIS systems and prepare files for shipment to the National Records Center (NRC), Harrisonburg File Storage Facility (HBG FSF), or other locations as directed in accordance with USCIS policies and procedures.

Standard	All files are properly prepared and shipped to the NRC, HBG FSF, or other locations as directed.
Measure	Periodic observation and Validated customer complaints

4.5.14 The contractor shall perform system queries and searches and generate associated screen prints in a timely manner, in accordance with USCIS policies and procedures, and as directed by the COTR.

Standard	The contractor performs all system queries and searches, and generates all associated screen prints within the required timeframes.
Measure	Validated customer complaints

4.5.15 The contractor shall scan materials accurately.

Standard 1	The contractor makes all necessary adjustments to the system data that scanning equipment read incorrectly.
Measure	Periodic observation and Validated customer complaints
Standard 2	No scanned material is rejected due to contractor error.
Measure	Periodic observation and Validated customer complaints

4.5.16 The contractor shall assemble e-Filed and Lockbox applications and/or petitions and other materials in accordance with the USCIS policies and procedures.

Standard 1	The contractor assembles all e-filed and lockbox Premium Processing forms no later than close of the same business day the application/petition is received.
Measure	Periodic observation and Validated customer complaints
Standard 2	The contractor assembles all Lockbox and e-Filed non-Premium Processing forms no later than close of the next business day

	following receipt of the Lockbox or e-Filed application/petition.
Measure	Periodic observation and Validated customer complaints

4.5.17 The contractor shall verify the accuracy of manifests for e-File and Lockbox forms in accordance with USCIS policies and procedures.

Standard	The contractor verifies the accuracy of all the manifests of e-Filed and Lockbox forms in accordance with the USCIS policies and procedures.
Measure	Periodic observation and Validated customer complaints

4.5.18 The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the Center.

Standard	The contractor ensures that at least 98% of files forwarded to an adjudication division for adjudication are correctly assembled, complete, and all papers correctly fastened to the file in accordance with USCIS policies and procedures.
Measure	Random sampling

4.5.19 The contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops within the Service Center as established by the COTR. The contractor shall pick up mail, printouts, and files no less than twice daily or as directed by the COTR. Any piece of mail picked up at a mail stop shall be delivered to the designated mail stop not later than close of business on the next business day.

Standard	All mail picked up at a mail stop is delivered to its designated mail stop not later than close of business on the next business day.
Measure	Periodic observation and Validated customer complaints

4.5.20 The contractor shall provide special internal distribution delivery runs as required by the COTR.

Standard	All special mail delivery runs are performed within the time designated by the COTR.
Measure	Validated customer complaints

4.5.21 The contractor shall scan materials no later than close of the third business day following being received in the Service Center or request from USCIS.

Standard	All materials are scanned by the contractor no later than close of the third business day following being received in the Service Center or requested from USCIS.
Measure	Periodic observation & Validated customer complaints

4.5.22 The contractor shall photocopy application- and petition-related documents in accordance with USCIS policies and procedures or as directed by the COTR.

Standard	All application and petition related documents are photocopied by the contractor in accordance with USCIS policies and procedures or as directed by the COTR.
Measure	Periodic observation & Validated customer complaints

4.5.23 The contractor shall generate documents for batch printing as directed by the COTR.

Standard	All documents are generated by the contractor for batch printing as directed by the COTR.
Measure	Periodic observation & Validated customer complaints

4.5.24 Note: This task currently only applies to the Nebraska Service Center. The contractor shall provide travel booklet support including matching consulate notice to booklet, writing applicant's foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.

Standard	All travel booklet support (this task is currently performed only at the NSC) is provided by the contractor, including matching consulate notice to booklet, writing applicant's foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.
Measure	Periodic observation & Validated customer complaints

4.5.25 Note: This task currently only applies to the Nebraska Service Center. The contractor shall update USCIS systems to show travel booklet document is prepared and mailed.

Standard	All USCIS systems are updated show that travel booklet documents have been prepared and mailed.
Measure	Periodic observation & Validated customer complaints

4.5.26 Interagency Border Inspection System (IBIS) or Successor Systems:

Background	Systems background checks in IBIS or successor systems on applicants/petitioners/beneficiaries for
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	<p>immigration benefits will be required for most of the application receipts. The systems background check is required on all applicants, petitioners, beneficiaries and any derivatives who will receive an immediate benefit from the applications and petitions. The review of systems background information is a critical part of the adjudicative process. The systems background check does not need to be repeated as long as adjudication of the application or petition occurs within 180 calendar days (or as specified by USCIS) of the prior systems background check. Systems background checks are not required on individuals under the age of 14. All contractor personnel assigned to the systems background check task area must have a full field Background Investigation completed and it must be current.</p> <p>USCIS will provide to the contractor a list of those applications and petitions for which "hits" are reported from the systems background check.</p>
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4.5.26.1 The contractor shall identify, qualify, and request appropriate accesses for users to IBIS, TECS, and DACS, or successor systems.

Standard	All users - but no more than 15 per Service Center - are identified, qualified, and have access to IBIS, TECS, and DACS or successors systems, requested for them by the contractor.
Measure	Periodic observation & Validated customer complaints

4.5.26.2 The contractor shall perform systems background checks in accordance with USCIS policies and procedures.

Standard	All systems background checks are performed by the contractor in accordance with USCIS policies and procedures.
Measure	Periodic observation & Validated customer complaints

4.5.26.3 The contractor shall identify expired biometrics and schedule biometric appointments in accordance with USCIS policies and procedures.

Standard	All expired biometrics are identified by the contractor and biometric appointments are scheduled in accordance with USCIS
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	policies and procedures.
Measure	Periodic observation & Validated customer complaints

4.5.26.4 The contractor shall develop processes for the "hit" lists to ensure that the following actions are completed for IBIS, or analogous actions for successor systems as required:

4.5.26.4.1 The contractor shall conduct an IBIS "individual subject query" (SQ-11) and print the screen relating to positive IBIS hit records in conformity with instructions contained in the Standard Operating Procedures (SOP) for IBIS Pull List. Those screen prints may include RAFACS/NFTS file locations, NCIC, TECS and DACS information.

Standard	All IBIS individual subject queries (SQ-11) are performed by the contractor and the screen relating to positive IBIS hit records is printed, in conformance with instructions contained in the SOP for IBIS Pull List.
Measure	Periodic observation & Validated customer complaints

4.5.26.4.2 The contractor shall match printouts with all relevant files by receipt file numbers, and by name if necessary, so that all relevant files for a positively identified systems background check hit can be pulled on a daily basis. The contractor, after matching all screen prints, shall stamp these screen prints "Law Enforcement Sensitive" and fasten them to the file in accordance with the ROH.

Standard	All printouts are sorted and matched by receipt file numbers and by name if necessary by the contractor so that all relevant files for a positively identified systems background check hit can be pulled on a daily basis. The contractor, after matching all screen prints stamps these screen prints, "Law Enforcement Sensitive" and fastens them to the file in accordance with the ROH.
Measure	Periodic observation & Validated customer complaints

4.5.26.4.3 The contractor shall distribute these screen prints as indicated by their RAFACS/NFTS location.

Standard	All screen prints are distributed by the contractor as indicated by their RAFACS/NFTS location.
Measure	Periodic observation & Validated customer complaints

4.5.26.4.4 The contractor shall take appropriate action when certain remarks appearing on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP for IBIS Pull List, or successor system procedures.

Standard	All appropriate action is taken by the contractor when certain remarks appearing on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP for IBIS Pull List, or successor system procedures.
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Measure	Periodic observation & Validated customer complaints
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4.5.26.4.5 The contractor shall direct all files to the triage process in effect in order to resolve all positive hits.

Standard	All files are directed by the contractor to the triage process in effect.
Measure	Periodic observation & Validated customer complaints

4.5.27 IBIS (or Successor System) Alias Search (Optional Requirement)

The contractor shall perform a thorough search of all applications and/or petitions, supporting documentation, and files for aliases used, as well as lists generated by USCIS and enter all aliases into the IBIS ALIAS system(s) or successor system.

Standard	A thorough search of all applications and/or petitions, supporting documentation and files for aliases, as well as lists generated by USCIS is performed by the contractor, and all aliases are entered into the IBIS system(s) or successor system.
Measure	Periodic observation & Validated customer complaints

5.0 SECURITY REQUIREMENTS

5.1 GENERAL

U.S. Citizenship & Immigration Services (USCIS) has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to classified National Security Information (herein known as classified information). Classified information is Government information which requires protection in accordance with Executive Order 12958, Classified National Security Information, and supplementing directives.

The Contractor will abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, included in the contract, and the National Industrial Security Program Operating Manual (NISPOM) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a USCIS or other Government Facility, it will abide by the requirements set by the agency.

5.2 SUITABILITY DETERMINATION

USCIS shall have and exercise full control over granting, denying, withholding or terminating access of unescorted Contractor employees to government facilities and/or access of Contractor employees to sensitive but unclassified information, based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on

preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Office of Security & Investigations (OSI).

5.3 BACKGROUND INVESTIGATIONS

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information, shall undergo a position sensitivity analysis based on the duties, outlined in the Position Designation Determination (PDD) for Contractor Personnel, each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through OSI. Prospective Contractor employees shall submit the following completed forms to OSI through the COTR no less than 30 days before the starting date of the contract or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 85P, "Questionnaire for Public Trust Positions"
2. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
3. FD Form 258, "Fingerprint Card" (2 copies)
4. Form DHS-11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Position Designation Determination for Contract Personnel Form
6. Foreign National Relatives or Associates Statement

Required forms will be provided by USCIS at the time of award of the contract. Only complete packages will be accepted by OSI. Specific instructions on submission of packages will be provided upon award of the contract.

National Security Clearances (NSC) granted by DSS will be accepted by USCIS for access to sensitive but unclassified information. In lieu of security paperwork OSI will accept a Visit Authorization Request (VAR) for a contract employee with an active NSC granted within the last five years and an adequate background investigation completed within the last five years. In addition to the VAR a Personal Data Form (PDF) and cover sheet must be submitted to the COTR.

Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the US for three of the past five years, OSI may not be able to complete a satisfactory background

investigation. In such cases, USCIS retains the right to deem an applicant as ineligible due to insufficient background information.

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract. USCIS will consider only U.S. Citizens for employment on this contract. By signing this contract, the contractor agrees to this restriction.

5.4 EMPLOYMENT ELIGIBILITY

The Contractor must agree that each employee working on this contract will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to USCIS for acts and omissions of his own employees and for any Subcontractor(s) and their employees to include financial responsibility for all damage or injury to persons or property resulting from the acts or omissions of the contractor's employees.

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

5.5 CONTINUED ELIGIBILITY

If a prospective employee is found to be ineligible for access to USCIS facilities or information, the COTR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract.

The Security Office may require drug screening for probable cause at any time and/ or when the contractor independently identifies, circumstances where probable cause exists.

USCIS reserves the right and prerogative to deny and/ or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom USCIS determines to present a risk of compromising sensitive but unclassified information to which he or she would have access under this contract.

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to USCIS OSI. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

OSI must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS issued identification cards and building passes, or those of terminated employees to the COTR. If an identification card or building pass is not available to be returned, a report must be submitted to the COTR, referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card.

5.6 SECURITY MANAGEMENT

The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with the Security Office through the COTR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor.

The COTR and the Security Office shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COTR determine that the Contractor is not complying with the security requirements of this contract, the

Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements.

5.7 COMPUTER AND TELECOMMUNICATIONS SECURITY REQUIREMENTS

5.7.1 Security Program Background

The DHS has established a department wide IT security program based on the following Executive Orders (EO), public laws, and national policy:

- Public Law 107-296, Homeland Security Act of 2002.
- Federal Information Security Management Act (FISMA) of 2002, November 25, 2002.
- Public Law 104-106, Clinger-Cohen Act of 1996 [formerly, Information Technology Management Reform Act (ITMRA)], February 10, 1996.
- Privacy Act of 1974, As Amended. 5 United States Code (U.S.C.) 552a, Public Law 93-579, Washington, D.C., July 14, 1987.
- Executive Order 12829, *National Industrial Security Program*, January 6, 1993.
- Executive Order 12958, *Classified National Security Information*, as amended.
- Executive Order 12968, *Access to Classified Information*, August 2, 1995.
- Executive Order 13231, *Critical Infrastructure Protection in the Information Age*, October 16, 2001.
- National Industrial Security Program Operating Manual (NISPOM), February 2001.
- DHS Sensitive Systems Policy Publication 4300A v2.1, July 26, 2004
- DHS National Security Systems Policy Publication 4300B v2.1, July 26, 2004
- Homeland Security Presidential Directive 7, *Critical Infrastructure Identification, Prioritization, and Protection*, December 17, 2003.
- Office of Management and Budget (OMB) Circular A-130, *Management of Federal Information Resources*.
- National Security Directive (NSD) 42, *National Policy for the Security of National Security Telecommunications and Information Systems (U)*, July 5, 1990, CONFIDENTIAL.
- 5 Code of Federal Regulations (CFR) §2635, Office of Government Ethics, *Standards of Ethical Conduct for Employees of the Executive Branch*.
- DHS SCG OS-002 (IT), *National Security IT Systems Certification & Accreditation*, March 2004.
- Department of State 12 Foreign Affairs Manual (FAM) 600, *Information Security Technology*, June 22, 2000.
- Department of State 12 FAM 500, *Information Security*, October 1, 1999.
- Executive Order 12472, *Assignment of National Security and Emergency Preparedness Telecommunications Functions*, dated April 3, 1984.
- Presidential Decision Directive 67, *Enduring Constitutional Government and Continuity of Government Operations*, dated October 21, 1998.

- FEMA Federal Preparedness Circular 65, *Federal Executive Branch Continuity of Operations (COOP)*, dated July 26, 1999.
- FEMA Federal Preparedness Circular 66, *Test, Training and Exercise (TT&E) for Continuity of Operations (COOP)*, dated April 30, 2001.
- FEMA Federal Preparedness Circular 67, *Acquisition of Alternate Facilities for Continuity of Operations*, dated April 30, 2001.
- Title 36 Code of Federal Regulations 1236, Management of Vital Records, revised as of July 1, 2000.
- National Institute of Standards and Technology (NIST) Special Publications for computer security and FISMA compliance.

5.7.2 GENERAL

Due to the sensitive nature of USCIS information, the contractor is required to develop and maintain a comprehensive Computer and Telecommunications Security Program to address the integrity, confidentiality, and availability of sensitive but unclassified (SBU) information during collection, storage, transmission, and disposal. The contractor's security program shall adhere to the requirements set forth in the DHS Management Directive 4300 IT Systems Security Pub Volume 1 Part A and DHS Management Directive 4300 IT Systems Security Pub Volume I Part B. This shall include conformance with the DHS Sensitive Systems Handbook, DHS Management Directive 11042 Safeguarding Sensitive but Unclassified (For Official Use Only) Information and other DHS or USCIS guidelines and directives regarding information security requirements. The contractor shall establish a working relationship with the USCIS IT Security Office, headed by the Information Systems Security Program Manager (ISSM).

5.7.3 IT SECURITY IN THE SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)

The USCIS SDLC Manual documents all system activities required for the development, operation, and disposition of IT security systems. Required systems analysis, deliverables, and security activities are identified in the SDLC manual by lifecycle phase. The contractor shall assist the appropriate USCIS ISSO with development and completion of all SDLC activities and deliverables contained in the SDLC. The SDLC is supplemented with information from DHS and USCIS Policies and procedures as well as the National Institute of Standards Special Procedures related to computer security and FISMA compliance. These activities include development of the following documents:

- *Sensitive System Security Plan (SSSP)*: This is the primary reference that describes system sensitivity, criticality, security controls, policies, and procedures. The SSSP shall be based upon the completion of the DHS FIPS 199 workbook to categorize the system of application and completion of the RMS Questionnaire. The SSSP shall be completed as part of the System or Release Definition Process in the SDLC and shall not be waived or tailored.
- *Privacy Impact Assessment (PIA) and System of Records Notification (SORN)*. For each new development activity, each incremental system update, or system recertification, a PIA and SORN shall be evaluated. If the system (or modification) triggers a PIA the contractor shall support the development of PIA and SORN as required. The Privacy Act of 1974 requires the PIA and shall be part of the SDLC process performed at either System or Release Definition.
- *Contingency Plan (CP)*: This plan describes the steps to be taken to ensure that an automated system or facility can be recovered from service disruptions in the event of emergencies and/or disasters. The Contractor shall support annual contingency plan testing and shall provide a Contingency Plan Test Results Report.

- *Security Test and Evaluation (ST&E)*: This document evaluates each security control and countermeasure to verify operation in the manner intended. Test parameters are established based on results of the RA. An ST&E shall be conducted for each Major Application and each General Support System as part of the certification process. The Contractor shall support this process.
- *Risk Assessment (RA)*: This document identifies threats and vulnerabilities, assesses the impacts of the threats, evaluates in-place countermeasures, and identifies additional countermeasures necessary to ensure an acceptable level of security. The RA shall be completed after completing the NIST 800-53 evaluation, Contingency Plan Testing, and the ST&E. Identified weakness shall be documented in a Plan of Action and Milestone (POA&M) in the USCIS Trusted Agent FISMA (TAF) tool. Each POA&M entry shall identify the cost of mitigating the weakness and the schedule for mitigating the weakness, as well as a POC for the mitigation efforts.
- *Certification and Accreditation (C&A)*: This program establishes the extent to which a particular design and implementation of an automated system and the facilities housing that system meet a specified set of security requirements, based on the RA of security features and other technical requirements (certification), and the management authorization and approval of a system to process sensitive but unclassified information (accreditation). As appropriate the Contractor shall be granted access to the USCIS TAF and Risk Management System (RMS) tools to support C&A and its annual assessment requirements. Annual assessment activities shall include completion of the NIST 800-26 Self Assessment in TAF, annual review of user accounts, and annual review of the FIPS categorization. C&A status shall be reviewed for each incremental system update and a new full C&A process completed when a major system revision is anticipated.

5.7.4 SECURITY ASSURANCES

DHS Management Directive 4300 requires compliance with standards set forth by NIST, for evaluating computer systems used for processing SBU information. The Contractor shall ensure that requirements are allocated in the functional requirements and system design documents to security requirements are based on the DHS policy, NIST standards and applicable legislation and regulatory requirements. Systems shall offer the following visible security features:

- *User Identification and Authentication (I&A)* – I&A is the process of telling a system the identity of a subject (for example, a user) (*I*) and providing that the subject is who it claims to be (*A*). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development.
- *Discretionary Access Control (DAC)* – DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure.
- *Object Reuse* – Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation.
- *Audit* – DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT Security Office on a monthly basis,

identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity.

- *Banner Pages* – DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications.

5.7.5 DATA SECURITY

SBU systems shall be protected from unauthorized access, modification, and denial of service. The Contractor shall ensure that all aspects of data security requirements (i.e., confidentiality, integrity, and availability) are included in the functional requirements and system design, and ensure that they meet the minimum requirements as set forth in the DHS Sensitive Systems Handbook and USCIS policies and procedures. These requirements include:

- *Integrity* – The computer systems used for processing SBU shall have data integrity controls to ensure that data is not modified (intentionally or unintentionally) or repudiated by either the sender or the receiver of the information. A risk analysis and vulnerability assessment shall be performed to determine what type of data integrity controls (e.g., cyclical redundancy checks, message authentication codes, security hash functions, and digital signatures, etc.) shall be used.
- *Confidentiality* – Controls shall be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment shall be performed to determine if threats to the SBU exist. If it exists, data encryption shall be used to mitigate such threats.
- *Availability* – Controls shall be included to ensure that the system is continuously working and all services are fully available within a timeframe commensurate with the availability needs of the user community and the criticality of the information processed.
- *Data Labeling*. – The contractor shall ensure that documents and media are labeled consistent with the DHS *Sensitive Systems Handbook*.

6.0 DELIVERABLES

6.1 Monthly Records Operation Workload Activity Report (G-23)

Background: The purpose of the report is for preservation of the agency's historical records, management of electronic files, life cycle of paper files, data entries, fee and mail processing, oversight and evaluation of contracted services, certification of records and verification of information from those records; in other words, for statistical purposes reported in the Performance Analysis System (PAS). This is the official reporting system for the USCIS. The Report captures figures and data from both Government and contractor operations. All reported data must be performed in accordance with Department of Treasury guidelines, the Records Operation Handbook (ROH), and USCIS policies and procedures.

The Monthly Records Operations Workload Activity Report shall include statistical workload and production data for a month's operation. It shall describe the status of any new or ongoing problems during the month and efforts towards their resolution. The contractor shall develop procedures to consolidate the G-23 data from the Service Centers and report the results on a consolidated monthly report to the COTR. The contractor will include a summary narrative to explain trends, backlogs, problems, and proposed/implemented solutions.

Each monthly report will reflect the counts and totals for the current month. Each category will show the counts and totals (as applicable) for the following:

Pending Beginning of Period

Completed

Pending End of Period

Received

The G-23 categories include:

6.1.1 Files Created
A-Files Created

T-Files Created

Receipt Files Created

6.1.2 File Movement

6.1.3 File Requests
File Requests – Routine

File Requests – Expedited

- 6.1.4 Interaction with the FRC
Retire Files
 - Request a Retired File
- 6.1.5 Fee Processing
- 6.1.6 Data Entry
 - Perform Reconciliation of CIS Data
- 6.1.7 Record Certifications - N/A
- 6.1.8 Mail Processing
 - Process Special Handling Incoming Mail
 - Process Incoming Mail
 - Process Special Handling Outgoing Mail
 - Process Outgoing Mail
 - Routing and Delivering Mail
- 6.1.9 Mail Processing (Prior to FY 2002) - N/A
- 6.1.10 Searches
 - Routine Searches
 - Lost File Circular Searches
 - Report Reconciliation
- 6.1.11 Searches (Prior to FY 2002) - N/A
- 6.1.12 Inter-filing
- 6.1.13 Unite Related Files
- 6.1.14 File Audit Process
- 6.1.15 Maintain File Jackets
- 6.1.16 Total Direct Hours - N/A
- 6.1.17 Administration of Records Hours - N/A

- 6.1.18 Total Indirect Hours - N/A
- 6.1.19 Overhead Hours - N/A
- 6.1.20 Overtime - N/A
- 6.1.21 Grand Total Records Program Hours - N/A
- 6.1.22 Non-Records Detail Hours - N/A
- 6.1.23 Hours Gained from Other Programs - N/A
- 6.1.24 AR-11 Forms Received
- 6.1.25 Staff on Board - N/A

6.2 Daily Workload Activity Report.

The Daily Activity Report shall include the same information and be in the format shown in Figure 1 below. The report shall be submitted electronically to the COTR no later than close of business on the next business day following the reported day.

Daily (Weekly or Monthly) Report for:

Process/Form	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending	Pending Value
Mail Operations							
Incoming Mail-Regular Handling							
Incoming Mail-Special Handling							
Administrative Mail-Front Office Mail							
Other Mail - Case Related							
Outgoing Mail-Regular Handling							
Outgoing Mail-Special Handling							
SubTotal:							

Data Collection Operations							
Fingerprint Fee							
AR-11							
Booklet Support							
Consulate Returns							
Corr - Legal G-639							
EOIR-29							
FD-258 (Dead Scanning)							
SNAP Scheduling							
G-625 (PONDS) - # of Entrys							
I-102							
I-129							
I-907/I-129 (Premium)							
I-129 (H1B)							
I-129 (E-Filing)							
I-907/I-129 Premium (E-Filing)							
I-129F							
I-129S							
I-129S (E-Filing)							
I-129 Total							
I-130							
I-131							
I-131 (Cuban)							
I-131 (E.B.)							
I-131 (Indochina)							
I-131 (E-Filing)							
I-131 Total							
I-131 Photo Scan							
I-140							
I-907/I-140 (Premium)							
I-140 (E-Filing)							
I-907/I-140 Premium (E-Filing)							
I-140 Total							
I-181 Copy 3							
I-192							
I-212							
I-290B							
I-360							
I-407							
I-485							
I-485 (Asylum)							
I-485 (Cuban)							
I-485 (DED Haitian)							
I-485 (E.B.)							
I-485 (Family)							
I-485 (Indochina)							
I-485 (Refugee)							
I-485 (EOIR)							
I-485 Total							

Daily (Weekly or Monthly) Report for:

Process/Form	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending	Pending Value
I-512L							
I-526							
I-539							
I-539(E-Filing)							
I-589							
I-589 (EOIR)							
I-601							
I-612/USIA							
I-687							
I-690							
I-694							
I-698							
I-724							
I-730							
I-751 (GUI ICF)							
I-751 (MFAS)							
I-765							
I-765 (Asylum)							
I-765 (Cuban)							
I-765 (DED Haitian)							
I-765 (E.B.)							
I-765 (Family)							
I-765 (Indochina)							
I-765 (NACARA)							
I-765 (Refugee)							
I-765 (Port of Entry)							
I-765 (TPS) Burundi							
I-765 (TPS) El Salvador							
I-765 (TPS) Liberia							
I-765 (TPS) Mitch							
I-765 (TPS) Nicaragua							
I-765 (TPS) Somalia							
I-765 (TPS) Sudan							
I-765 (E-Filing)							
I-765 (Auto Adjudicate)							
I-765 Total							
I-817							
I-821							
I-821 (TPS) Burundi							
I-821 (TPS) El Salvador							
I-821 (TPS) Liberia							
I-821 (TPS) Mitch							
I-821 (TPS) Nicaragua							
I-821 (TPS) Somalia							
I-821 (TPS) Sudan							
I-821 (E-Filing)							
I-821 Total							

Daily (Weekly or Monthly) Report for:

Process/Form	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending	Pending Value
I-824							
I-824 (Auto Adjudicate)							
I-829							
I-864							
I-865							
I-881							
I-89 & I-181							
I-89 & I-485							
I-89 & I-687							
I-89 & I-751							
I-89 & I-765							
I-89 & I-817							
I-89 & I-817							
I-89 & I-90							
I-89 & IV (OS-551A)							
I-89 (Only)							
I-90 (Claims)							
I-90 (Legal/SAW)							
I-90 (Renewal)							
I-905							
I-907 (I-129 Upgrade)							
I-907 (I-140 Upgrade)							
I-907 (E-Filing) - I-129 Upgrade							
I-907 (E-Filing) - I-140 Upgrade							
I-907 Total							
I-914							
I-914A							
Motions							
N-400							
N-400 (Military)							
N-400 Old							
N-470							
N-565							
N-600							
N-644							
OS-551A							
DS-230							
I-140/I-485 Concurrent Filing							
I-140 Concurrent Count							
I-140 Standalone Count							
I-485 Concurrent Count							
I-485 Subsequently Filed Count							
Rejects (Claims)							
SubTotal:							

Daily (Weekly or Monthly) Report for:

Process/Form	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending	
File Operations							
Returned Mail - Address Changes							
Other Address Changes							
A-File Creates I-129F							
A-File Creates I-130							
A-File Creates I-140							
A-File Creates I-360							
A-File Creates I-730							
A-File Creates I-817							
VISA Packets							
A-File Creates Other							
CIS Corrections							
Connects - FD-258 Idents (Rap Sheets)							
Connects - I-89							
Connects - I-508							
Connects - RFE							
Consolidations							
Consulate Returns							
Data/Scan Fraud Case Files							
Files Audited							
Files Requested From FRC							
Files Retired to FRC							
File Transfer Request - A-Files							
File Transfer Request - R-Files							
FOIA Request							
FTCs Received							
Hold Shelf-HBG							
Hold Shelf-NRC							
I-130 Approval							
I-140 A-Number Update							
IBIS							
Interfiling							
Internal File Requests - Expedited							
Internal File Requests - Routine							
IV RAFACS/NFTS Updates							
Maintain File Jackets							
Photocopy							
Refiles							
Report Reconciliation							
Scan & Email							
Screenprints							
Searches - Routine							
Searches - Lost File Circular							
Searches - Manual Search Requests							
Shelf Re-organization							
Special File Pulls							
Special File Sorts							
T-File Creates							
Transferred-A/T File(FTI)(RAFACS/NFTS)-Expedited							
Transferred-A/T File(FTI)(RAFACS/NFTS) - Routine							
Transferred-R File(RAFACS/NFTS) - Expedited							
Transferred-R File(RAFACS/NFTS) - Routine							
SubTotal:							

Total Pending Value:

3 Weekly Workload Activity Report

The Weekly Activity Report shall be formatted and include the same information as the daily reports. The report will include a summary narrative to explain weekly trends, progress, backlogs, accomplishments, issues/problems, proposed/implemented solutions, number of FTEs at the end of the week, continuous improvement and upcoming plans. The report shall be submitted electronically to the COTR no later than close of business on the first business day of each week.

4 Monthly Workload Activity Report

The Monthly Activity Report shall be formatted and include the same information as the daily and weekly reports. The report will include a summary narrative to explain monthly trends, progress, backlogs, accomplishments, issues/problems, proposed/implemented solutions, continuous improvement and upcoming plans. The report shall be submitted electronically to the CO and COTR no later than close of business on the third business day of the following month.

5 Annual Workload Activity Report

The Annual Workload Activity Report shall be formatted and include the same information as the daily, weekly, and monthly reports. The contractor shall include a summary narrative to explain annual trends, backlogs, problems, and proposed/implemented solutions. The report shall be submitted electronically to the COTR no later than close of business on the tenth business day of the following fiscal year and contract year.

6 Program Status Report

The contractor shall prepare and submit a contractor's Progress, Status, and Management Report. This report shall be required monthly and shall discuss, at a minimum, the following items:

Major contract changes affecting delivery of services:

Contract Expenditures

Problems in delivery of services

Corrective actions

Any new procedures being considered

A summary of the ongoing support that shall include:

Statistical data on volume of mail, applications, and records processed and any difficulty or delays in meeting milestones.

The contractor's analysis of the success of the overall management of the program.

Recommendations to refine the program.

The report shall be submitted to the Contracting Officer and the COTR on compact disc in Microsoft Office 2000 software.

Standard	Reports are submitted within 10 business days following the end of the required reporting period.
Measure	Contractor submits in format specified with transmittal letter

5.7 Report of Accident, Theft, or Robbery

The contractor shall report each incident as soon as discovered to the COTR and provide a written report to the COTR and CO no later than the close of business on the next business day. Continuous status of the incident from inception through resolution shall be provided on request of the COTR.

5.8 Postage Transaction Report

The contractor shall notify the Service Center COTR of the need to replenish postage meters whenever the balance falls below \$25,000. All postage meter transactions for the prior month shall be reported to the Service Center COTR on the first business day of the following month.

5.9 Overnight Courier Report

The contractor shall prepare a monthly report to the Service Center COTR on the amount spent for overnight courier services due no later than the first business day of each month for the previous month.

5.10 Daily Deposit Report

The contractor shall generate and deliver daily deposit reports to the Service Center COTR by close of the business day in accordance with Department of Treasury and USCIS policies and procedures.

5.11 Cost/Schedule Status Report (C/SSR)

A Cost/Schedule Status Report (C/SSR) is required for this contract. The C/SSR is applicable to File Operations, CLIN 0004 only. The C/SSR shall be prepared in accordance with Data Item Description DI-MGMT-81467 and delivered monthly to the Contracting Officer and Contracting Officer's Technical Representative. Data Item Descriptions are attached at Section J to the contract.

6.12 Contract Funds Status Report (CFSR)

A Contract Funds Status Report (CFSR) is required for this contract. The CFSR is applicable to File Operations, CLIN 0004 only. The CFSR shall be prepared in accordance with Data Item Description DI-MGMT-81468 and delivered monthly to the Contracting Officer and Contracting Officer's Technical Representative. Data Item Descriptions are attached at Section J of the contract.

6.13 Work Breakdown Structure (WBS)

A Work Breakdown Structure (WBS) shall be provided with the proposal and the negotiated WBS shall be incorporated into the contract. The WBS shall be updated by the contractor as required. The WBS shall be prepared in accordance with the format prescribed in Data Item Description DI-MGMT-81334A.

7.0 ATTACHMENTS

Attachment 7.1 - Performance Requirements Summary

Introduction

The USCIS has specified performance standards in each task area related to processes that USCIS believes are critical to successful performance of the Direct Mail Program. These requirements and their associated performance standards define the work to be performed, although these may change over time. The USCIS established these performance requirements and associated standards after careful analysis of current operations based on historical performances against similar established standards. The USCIS will be using disincentives in certain cases when contractor performance does not meet the established minimum performance as established in the performance requirements.

USCIS requires the contractor to conduct ongoing quality and process control and to effectively monitor the performance continually. The USCIS will measure performance against the published requirements and standards on an ongoing basis and will report the summarized results monthly.

If the contractor fails to achieve the minimum quality standard in one or more of the performance requirements, the USCIS may notify the contractor and require 100% re-inspection of any affected work in process and the correction of non-conforming product. As stated earlier, the contractor may then be assessed a *deduction* (see attachment 7.2). The performance requirements are summarized below as well as in the Performance Work Statement.

The USCIS Service Center *Quality Acceptance Surveillance Procedures*

The Quality Acceptance Surveillance Procedures involve all planned and systematic actions necessary to provide adequate confidence that the services and resulting product from the contractor will satisfy the requirements. This program involves making sure that quality is what it should be and includes a continuing evaluation of adequacy and effectiveness with a view toward the use of timely corrective and preventive measures where necessary.

Quality Acceptance Surveillance is the activity the Government utilizes to monitor the in-process product quality, based upon the outcome of attribute inspection of product units. Quality Acceptance Surveillance is primarily conducted by the Contract Performance Analysis Unit (CPAU), an organization staffed by functionally qualified and trained personnel who are involved in the ongoing monitoring of the contractor's product quality.

Attachment 7.1 Performance Requirements Summary in addition to attachment 7.2, Deduction Schedule outlines the performance standards (i.e., selected service outputs of the contract) to be monitored and evaluated by USCIS to ensure that in-process product quality remains fully acceptable. The standard for each performance requirement is the minimum acceptable level of performance

required. If the standard for any performance requirement is reached, the contractor is considered to have passed that performance requirement.

Quality Acceptance Surveillance will be performed on all performance requirements to some extent since each are important in their own way. Documented results will be provided to the contractor at least once per month.

**4.1 General Requirements:
Performance Requirements**

Requirement	SOW Section	Measurement
4.1.1 The contractor shall provide on-site management and implement appropriate management systems to assure the quality, reliability, accuracy, and timeliness of all services and products provided to USCIS. In addition the contractor shall keep the Service Center COTRs updated on operational status and plans.	4.1	General Monitoring
4.1.2 The contractor shall comply with all USCIS policies, procedures, and regulations in effect during the performance of the contract.	4.1	General Monitoring
4.1.3 The contractor shall provide all reports required in this contract in accordance with paragraph 6.0 Deliverables.	4.1	General Monitoring
4.1.4 The contractor shall immediately report suspected fraud, waste and abuse to the USCIS onsite COTR and Contracting Officer.	4.1	General Monitoring
4.1.5 The contractor shall require all contractor personnel to sign nondisclosure statements affirming that they will not disclose data they encounter in the performance of this contract to any unauthorized entity.	4.1	General Monitoring
4.1.6 The contractor shall maintain accounting of a 45-day supply of all consumables, including mail supplies available through USPS and courier companies, to meet all requirements of this contract. The contractor shall provide sufficient notice to the COTR of the need for additional consumables to enable timely replenishment.	4.1	General Monitoring
4.1.7 The contractor shall perform a 100% audit of file holdings semi-annually to include all Service Center operating units to ensure physical location of the files is properly recorded in the electronic tracking systems in accordance with USCIS policies and procedures.	4.1	General Monitoring
4.1.8 The contractor shall track and secure blank pre-printed A-File jackets in the contractor's possession in accordance with USCIS policies and procedures.	4.1	General Monitoring
4.1.9 The contractor shall prepare manifests in accordance with Service Center procedures.	4.1	General Monitoring
4.1.10 The contractor shall generate USCIS pre-approved letters, notices, messages (including E-mail).	4.1	General Monitoring
4.1.11 The contractor shall expedite special file operations requests within the timeframes designated by USCIS policies and procedures, and/or as directed by the COTR. (See 4.5.2)	4.1	General Monitoring
4.1.12 The contractor shall carry out document destruction when necessary in accordance with USCIS policies and procedures, and/or as directed by the COTR.	4.1	General Monitoring
4.1.13 The contractor shall conduct system searches when requested in accordance with USCIS policies and procedures, and/or by the COTR. (See 4.5.5)	4.1	General Monitoring
4.1.14 The contractor shall update data in various electronic data systems as necessary and as required in accordance with USCIS policies and procedures and/or by the COTR.	4.1	General Monitoring
4.1.15 The contractor shall operate and perform basic user maintenance on government provided equipment in accordance with Original Equipment Manufacturer (OEM) and Service Center instructions and as directed by the COTR. This may include, but is not limited to making necessary adjustments to equipment to accommodate various size letters and correspondence, clearing paper jams, and changing toner cartridges, etc.	4.1	General Monitoring
4.1.16 The contractor shall provide notification within one (1) hour (measured during normal hours of operation) of government provided equipment malfunctions or failure to the COTR.	4.1	General Monitoring
4.1.17.1 The contractor shall obtain written approval of the COTR for work schedules different from the normal operating hours one (1) week prior to the commencement of the schedule.	4.1	General Monitoring
4.1.17.2 The contractor shall actively manage its workforce to maintain operational flexibility	4.1	General

Requirement	SOW Section	Measurement
to perform all the requirements of this contract, at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.		Monitoring
4.1.18 The contractor shall maintain the capability to accommodate spikes in receipt volumes that occur from time to time and that are predicted at least 45 calendar days in advance of the anticipated sudden increase in receipt volumes. These spikes may be attributable to the beginning of an application period, anticipated changes in fees to be charged, or other phenomena.	4.1	General monitoring
4.1.19 The contractor shall maintain the capability to accommodate surges in volume receipts of up to 20% above the daily average receipt volume for the previous twenty business days. In the event the receipt volume exceeds 120% of the rolling daily average for the previous twenty business days, the contractor shall only be held responsible for meeting the timeliness requirements for 120% of the rolling daily average; the balance may be processed on the next business day and may be considered - for the purposes of surge management only - as part of the receipts for the next day. If the surge extends beyond one day, then the contractor will continue to perform under the same rule for as long as the surge lasts, recalculating the rolling daily average receipt volume and the 120% volume each day based on the previous twenty business days.	4.1	General monitoring

**4.2 Mail Operations Support:
Performance Requirements without**

Requirement	SOW Section	Quality Standard	Measurement
<p>.2.1 The contractor shall perform all tasks necessary or, or incidental to, the receipt, processing and delivery of incoming and outgoing mail for all components in the Service Centers and for the USCIS Regional headquarters for the Western Region (co-located within the Federal Building housing the California Service Center in Laguna Niguel, CA). This includes the handling of registered mail which is an authorized means of transmitting classified information at the Secret level.</p>	4.2	N/A	Ongoing General Monitoring
<p>.2.2 The contractor shall route, process, and account for all internally and externally generated mail, to include but not be limited to USPS mail, courier service packages, etc., in a manner that optimizes proper file management and security, expedites data collection, maintains financial accountability, and maximizes throughput. The contractor shall process suspicious packages in accordance with USCIS policies and procedures.</p>	4.2	N/A	Ongoing General Monitoring
<p>.2.3 The contractor shall stage and maintain a count of mail for pickup by presort contractor in accordance with USCIS policies and procedures.</p>	4.2	N/A	Ongoing General Monitoring
<p>.2.4 Full adherence to applicable USCIS security policies and procedures is required for all handling of mail and fee instruments.</p>	4.2	N/A	Ongoing General Monitoring
<p>.2.5.1 The contractor shall pick up mail from the United States Postal Service (USPS) facilities serving the Service Center, in a timely manner, using contractor provided transportation. The contractor shall also receive mail delivered by the USPS, any third party couriers, and/or authorized Government agencies during normal hours of operation.</p>	4.2	The contractor picks up mail from each USPS facility serving the Service Center a minimum of two times every business day – except at VSC where the requirement shall be once every business day - (Monday through Friday – except Federal holidays) and all such mail is received during regular work hours.	Validated customer complaints
<p>.2.5.2 All incoming mail, including undeliverable and returned mail shall be opened (excluding certain exceptions), sorted, date stamped, properly handled and routed to the appropriate area, in a timely manner, in accordance with local policies and procedures.</p>	4.2	No more than 10 pieces of mail per day received before 12:00 noon are not opened, sorted, date stamped, and routed to appropriate areas no later than close of the same business day the mail is received in the Service Center in accordance with USCIS policies and procedures.	Periodic observation and validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
Registered mail shall be properly handled, secured and delivered in accordance with USCIS policies and procedures.		All registered mail is properly handled, secured, and delivered in accordance with USCIS policies and procedures.	Periodic observation and validated customer complaints
2.5.3 The contractor shall log registered and certified mail.	4.2	All registered and certified mail is accurately logged.	Periodic observation
2.5.4 The contractor shall process outgoing third party courier mail by utilizing the courier's computer-based system.	4.2	The contractor utilizes the third party courier's tracking and delivery verification system for third party courier mail in all cases.	Validated customer complaints
2.5.5 The contractor shall receive and prepare a manifest for Post Office Non-Deliverable Securities (PONDS) in accordance with Service Center procedures.	4.2	All PONDS mail is accounted for in the manifest per month.	Validated customer complaints
2.5.6 The contractor shall correctly process all outgoing mail in a timely manner and all uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance.	4.2	<p>All outgoing mail is metered no later than the scheduled time for the presort contractor.</p> <p>All outgoing mail has the appropriate postage for the weight and class affixed.</p> <p>All outgoing mail is properly prepared for mailing with complete and visible delivery addresses and correct billing information in accordance with Service Center procedures. Any uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance.</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p>
2.5.7 The contractor shall deliver sealed and metered outgoing mail on a regular basis to the USPS or to designated third parties on the same date it was metered.	4.2	All outgoing mail is delivered to USPS, or to third parties designated by the COTR, a minimum of once per business day (Monday through Friday, excluding Federal holidays) on the same date mail was metered.	Validated customer complaints

**4.3 Data Collection Support:
Performance Requirements**

Requirement	SOW Section	Quality Standard	Measurement
.3.1 The contractor shall assemble forms and other materials in accordance with the USCIS policies and procedures.	4.3	The contractor assembles all forms and other materials in accordance with USCIS policies and procedures.	Periodic observation & Validated customer complaints
.3.2 The contractor shall review applications and/or petitions for acceptability in accordance with USCIS policies and procedures.	4.3	<p>2% or less acceptable forms are rejected.</p> <p>The contractor correctly logs 98% of manually rejected forms.</p> <p>98% of rejected forms (and fees, as appropriate) are return mailed to the applicant/petitioner no later than close of business the day following rejection.</p> <p>2% or less of acceptable applications and petitions are rejected.</p>	<p>Random sampling</p> <p>Random sampling</p> <p>Random sampling</p> <p>Random sampling</p>
.3.3 The contractor shall collect information from source documents and input data into various formatted screens in accordance with USCIS policies and procedures. Accurate data entry of all fee-bearing forms with the exception of the N-400 must be completed no later than close of working day (11:30 p.m.) on the day received in the service center. Accurate data entry of the N-400 form must be completed no later than close of working day (11:30 p.m.) on the next business day following being received in the service center. Accurate data entry	4.3	<p>Accurate data entry of all fee-related forms other than the N-400 must be completed no later than close of the working day (11:30 p.m.) on the day received at the service center.</p> <p>Accurate data entry of the N-400 must be completed no later than close of the working day (11:30 p.m.) on the next business day after being received at the service center.</p> <p>Accurate data entry of all non-fee related forms must be completed no later than close of</p>	<p>Random sampling</p> <p>Random Sampling</p> <p>Random Sampling</p>

Requirement	SOW Section	Quality Standard	Measurement
<p>of nonfee-bearing forms must be completed no later than close of working day (11:30 p.m.) on the 2nd business day following being received in the service center.</p>		<p>the working day (11:30 p.m.) on the 2nd business day after being received at the service center.</p>	
<p>.3.4 The contractor shall appropriately and correctly prepare and affix barcode labels and other identifiers.</p>	4.3	<p>All identifiers, including barcode labels, are appropriately and correctly prepared and affixed to all applications, petitions, and file jackets in accordance with USCIS policies and procedures.</p>	Validated customer complaints
<p>.3.5 The contractor shall generate screen printouts in conjunction with data entry in accordance with USCIS policies and procedures.</p>	4.3	<p>All screen prints are generated in accordance with USCIS policies and procedures.</p>	Periodic observation & Validated customer complaints
<p>.3.6 The contractor shall scan biometric information from documents as required, and cropping, scaling and adjusting of contrast and brightness are performed as necessary to achieve an acceptable quality image for document production.</p>	4.3	<p>All biometric information is scanned from documents as required, and cropping, scaling and adjusting of contrast and brightness are performed as necessary to achieve an acceptable quality image for document production.</p>	Periodic observation & Validated customer complaints
<p>.3.7 The contractor shall scan, process, and verify fingerprint submissions for submission to the Federal Bureau of Investigation (FBI).</p>	4.3	<p>All fingerprint submissions are scanned, processed accurately and submitted to the FBI no later than close of the third business day following being received in the Service Center (exception : Orphan and adoption cards are processed and submitted no later than close of the next business day).</p>	Validated customer complaints.
<p>.3.8 The contractor shall create files during data collection in accordance with USCIS policies and procedures. Fee-bearing forms and premium applications and/or petitions requiring either an A-file, or T-file or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m.) on the day received in the service center. The nonfee-bearing forms will be created no later than close of working day (11:30 p.m.) on the 2nd business day following being</p>	4.3	<p>All fee-bearing forms and premium applications and/or petitions requiring either an A-File, T-File, or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m. on the day received in the service center.</p> <p>All non fee-bearing forms requiring either an A-File, T-File or receipt file (as appropriate) shall have a file created no later than close of</p>	Validated customer complaints Validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
<p>received in the service center. The I-485 A-file shall have the A-file created no later than close of working day (11:30 p.m.) on the 3rd business day following being received in the service center.</p>		<p>working day (11:30 p.m.) on the 2nd business day following being received in the service center.</p> <p>All I-485 A-Files, when needed, shall have an A-File created no later than close of working day (11:30 p.m.) on the 3rd business day following being received in the center.</p> <p>No duplicate A-file records are created.</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p>
<p>3.9 The contractor shall schedule biometric appointments in accordance with USCIS policies and procedures.</p>	<p>4.3</p>	<p>All biometrics appointments are scheduled in accordance with USCIS policies and procedures.</p>	<p>Validated customer complaints</p>

4.4 Collection:

Performance Requirements

Requirement	SOW Section	Quality Standard	Measurement
<p>4.1 The contractor shall endorse and deposit fees not later than the depository pick up on the next business day after the fees were received in the Service Center.</p>	<p>4.4</p>	<p>All fees are prepared for deposit in accordance with USCIS policies and procedures.</p> <p>Contractor endorses, and deposits all fees not later than the depository pick up on the next business day after the fees were received in the Service Center.</p>	<p>Random sampling</p> <p>100% audits and Validated customer complaints</p>
<p>4.2 The contractor shall accurately generate, prepare, reconcile, and report daily deposits in accordance with USCIS policies and procedures.</p>	<p>4.4</p>	<p>All deposits are accurately generated, prepared, reconciled, and reported daily.</p>	<p>Periodic observation & Validated customer complaints</p>
<p>4.3 The contractor shall monitor and safeguard fees at all times while within the contractor's custody in accordance with USCIS policies and procedures.</p>	<p>4.4</p>	<p>All fees are monitored and safeguarded at all times when in the custody of the contractor.</p>	<p>Periodic observation & Validated customer complaints</p>

**4.5 File Operations Support:
Performance Requirements**

Requirement	SOW Section	Quality Standard	Measurement
.5.1 The contractor shall create files using file operations in accordance with USCIS policies and procedures.	4.5	All files for which an A-file or a receipt file is requested by USCIS has an A-file or a receipt file created no later than close of the next business day following request from USCIS. No duplicate A-file records are created.	Validated customer complaints Validated customer complaints
.5.2 The contractor shall, at any time including outside normal hours of operation), accurately identify, locate and retrieve files requested by the COTR, OSI, and/or FDU, in a timely manner, in accordance with USCIS policies and procedures.	4.5	All files are accurately identified, located and retrieved within four (4) hours, when requested by USCIS, or within the designated timeframe, when requested by the COTR.	Periodic observation
.5.3 The contractor shall request files from external sources in accordance with USCIS policies and procedures.	4.5	Contractor makes all system file requests no later than close of the next business day following request from USCIS or awareness of the need.	Validated customer complaints
.5.4 The contractor shall fulfill internal and external requests for files in a timely manner and in accordance with USCIS policies and procedures.	4.5	Contractor responds to 98% of requests, by correctly retrieving and delivering files no later than the close of the next business day (or within other designated timeframes) following request from USCIS.	Random sampling
.5.5 During normal hours of operation, the Contractor shall fulfill customer requests for information located in Service Center files in the requested media.	4.5	Contractor provides requested information to customer within four (4) normal operating hours.	Validated customer complaints
.5.6 The contractor shall perform file sorts in accordance with USCIS policies and procedures.	4.5	All files are segregated, stored, and routed in accordance with USCIS policies and procedures.	Validated customer complaints
.5.7 The contractor shall file and A-file records in a timely manner and in accordance with USCIS policies and procedures.	4.5	Unless otherwise directed by the COTR, all new applications and/or petitions are filed no later than close of the 2nd business day following data entry.	Periodic observation

Requirement	SOW Section	Quality Standard	Measurement
		Other incoming files and re-files are filed no later than close of the next business day following being received in the Service Center.	Periodic observation
<p>5.8 The contractor shall update appropriate records in USCIS systems (e.g., Receipt and Alien File Accountability Control System (RAFACS), National File Tracking System (NFTS), and Central Index System (CIS), etc.) for files.</p>	4.5	<p>When files are moved all systems are correctly updated located in USCIS tracking systems.</p> <p>The contractor reconciles and resolves 99% of issues identified through system-generated reports in accordance with USCIS policies and procedures.</p>	<p>Periodic observation</p> <p>Random sampling</p>
<p>5.9 The contractor shall identify, consolidate, and merge all files related to a beneficiary of an application or petition and update all USCIS systems to accurately reflect the consolidation or merger in accordance with USCIS policies and procedures.</p>	4.5	<p>The contractor consolidates all files, to include system updates, no later than close of the third business day following being received in the Service Center or identified in the Service Center, and prior to file movement.</p>	Validated customer complaints
<p>5.10 The contractor shall create and maintain temporary holding areas within the Service Centers for files that are on hold pending further actions (i.e. receipt of payment, fingerprints, or evidence).</p>	4.5	<p>The contractor maintains a tracking tickler-filing process that accurately identifies the expiration of all files held in the temporary holding areas.</p> <p>The contractor moves temporary holdings to the next stage of the appropriate process when required.</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p>
<p>5.11 The contractor shall interfile and connect correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems in a timely manner and in accordance with USCIS policies and procedures.</p>	4.5	<p>All Requests for Evidence (RFE) is connected no later than close of the third business day following being received in the Service Center.</p> <p>All correspondence is interfiled no later than close of the fifth business day following being received in the Service Center.</p> <p>The contractor moves all files to the adjudicator no later than close</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p> <p>Validated customer complaints</p>

Requirement	SOW Section	Quality Standard	Measurement
		of the next business day following the requested evidence being connected to the file.	
.5.12 The contractor shall maintain files in accordance with USCIS policies and procedures.	4.5	<p>All file maintenance is performed in accordance with USCIS policies and procedures.</p> <p>All files are in suitable jackets at all times in accordance with USCIS policies and procedures.</p> <p>All barcodes are readable at all times.</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p> <p>Validated customer complaints</p>
.5.13 The contractor shall electronically transfer in USCIS systems and physically ship files to the National Records Center (NRC), Harrisonburg File Storage Facility (HBG FSF), or other locations as directed in accordance with USCIS policies and procedures.	4.5	All files are properly prepared and shipped to the NRC, HBG FSF, or other locations as directed.	Periodic observation and validated customer complaints
.5.14 The contractor shall perform system queries and searches and generate associated screen prints in a timely manner, in accordance with USCIS policies and procedures, and as directed by the COTR.	4.5	The contractor performs all system queries and searches, and generates all associated screen prints within the required timeframes.	Validated customer complaints
.5.15 The contractor shall scan materials accurately.	4.5	<p>The contractor makes all necessary adjustments to the system data that scanning equipment read incorrectly.</p> <p>No scanned material is rejected due to contractor error.</p>	<p>Periodic observation and validated customer complaints</p> <p>Periodic observation and validated customer complaints</p>
.5.16 The contractor shall assemble e-Filed and Lockbox applications and/or petitions and other materials in accordance with the USCIS policies and procedures.	4.5	<p>The contractor assembles all e-filed and lockbox Premium Processing forms no later than close of the same business day the application/petition is received.</p> <p>The contractor assembles all Lockbox and e-Filed non-Premium Processing forms no later than close of the next business day following receipt of</p>	<p>Periodic observation and validated customer complaints</p> <p>Periodic observation and validated customer complaints</p>

Requirement	SOW Section	Quality Standard	Measurement
		the Lockbox or e-Filed application/petition.	
.5.17 The contractor shall verify the accuracy of manifests for e-File and Lockbox forms in accordance with USCIS policies and procedures.	4.5	The contractor verifies the accuracy of all the manifests of e-Filed and Lockbox forms in accordance with the USCIS policies and procedures.	Periodic observation and validated customer complaints
.5.18 The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the Center.	4.5	The contractor ensures that at least 98% of files forwarded to an adjudication division for adjudication are correctly assembled, complete, and all papers correctly fastened to the file in accordance with USCIS policies and procedures.	Random sampling
.5.19 The contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops with the Service Center as established by the COTR. The contractor shall pick up mail, printouts, and files no less than twice daily or as directed by the COTR. Any piece of mail picked up at a mail stop shall be delivered to the designated mail stop not later than close of business on the next business day.	4.5	All mail picked up at a mail stop is delivered to its designated mail stop not later than close of business on the next business day.	Periodic observation and validated customer complaints
.5.20 The contractor shall provide special internal distribution delivery runs as required by the COTR.	4.5	All special mail delivery runs are performed within the time designated by the COTR.	Validated customer complaints
.5.21 The contractor shall scan materials no later than close of the third business day following being received in the Service Center or request from USCIS.	4.5	All materials are scanned by the contractor no later than close of the third business day following being received in the Service Center or requested from USCIS.	Periodic observation & validated customer complaints
.5.22 The contractor shall photocopy application- and petition-related documents in accordance with USCIS policies and procedures or as directed by the COTR.	4.5	All application and petition related documents are photocopied by the contractor in accordance with USCIS policies and procedures or as directed by the COTR.	Periodic observation & validated customer complaints
.5.23 The contractor shall generate documents for batch printing as directed by the COTR.	4.5	All documents are generated by the contractor for batch printing as directed by the COTR.	Periodic observation & validated customer complaints
.5.24. This task currently only applies to the Nebraska Service Center. The contractor shall provide travel booklet support including		All travel booklet support (this task is currently performed only at the NSC) is provided by the contractor, including matching	Periodic observation & validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
atching consulate notice to booklet, writing applicant's foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.		consulate notice to booklet, writing applicants foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.	
.5.25 This task is currently performed only at the NSC. The contractor shall update USCIS systems to show travel booklet document is prepared and mailed.	4.5	All USCIS systems are updated to that show travel booklet documents have been prepared and mailed.	Periodic observation & validated customer complaints
.5.26.1 The contractor shall identify, qualify and request appropriate accesses for users to IBIS, TECS, and DACS, or successor systems.	4.5	All users - but no more than 15 per Service Center - are identified, qualified, and have access to IBIS, TECS, and DACS or successors systems, requested for them by the contractor.	Periodic observation & validated customer complaints
.5.26.2 The contractor shall perform systems background checks in accordance with USCIS policies and procedures.	4.5	All systems background checks are performed by the contractor in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
.5.26.3 The contractor shall identify expired biometrics and schedule biometric appointments in accordance with USCIS policies and procedures.	4.5	All expired biometrics are identified by the contractor and biometric appointments are scheduled in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
.5.26.4.1 The contractor shall conduct an IBIS "individual subject query" (SQ-11) and print the screen relating to positive IBIS hit records in conformity with instructions contained in the Standard Operating Procedures (SOP) for IBIS Pull List. Those screen prints may include AFACS/NFTS file locations, NCIC, TECS and DACS information.	4.5	All IBIS individual subject queries (SQ-11) are performed by the contractor and the screen relating to positive IBIS hit records is printed, in conformance with instructions contained in the SOP for IBIS Pull List.	Periodic observation & validated customer complaints
.5.26.4.2 The contractor shall match printouts with all relevant files by receipt file numbers, and by name if necessary, so that all relevant files for positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints, shall stamp these screen prints "Law Enforcement Sensitive" and fastens them to the file in accordance with the ROH.	4.5	All printouts are sorted and matched by receipt file numbers and by name if necessary by the contractor so that all relevant files for a positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints stamps these screen prints, "Law Enforcement Sensitive" and fastens them to the file in accordance with the ROH.	Periodic observation & validated customer complaints
.5.26.4.3 The contractor shall	4.5	All screen prints are distributed	Periodic observation &

Requirement	SOW Section	Quality Standard	Measurement
<p>istribute these screen prints as indicated by their RAFACS/NFTS location.</p>		<p>by the contractor as indicated by their RAFACS/NFTS location.</p>	<p>validated customer complaints</p>
<p>.5.26.4.4 The contractor shall take appropriate action when certain remarks appear on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP or IBIS Pull List.</p>	<p>4.5</p>	<p>All appropriate action is taken by the contractor when certain remarks appear on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP for IBIS Pull List, or successor system procedures..</p>	<p>Periodic observation & validated customer complaints</p>
<p>.5.26.4.5 The contractor shall direct all files to the triage process in effect in order to resolve all positive hits.</p>	<p>4.5</p>	<p>Files are directed by the contractor to the triage process in effect.</p>	<p>Periodic observation & validated customer complaints</p>
<p>.5.27 The contractor shall perform a thorough search of all applications and/or petitions, supporting documentation, and files for aliases identified, as well as lists generated by USCIS and enter all aliases into the IBIS ALIAS system(s) or successor system.</p>	<p>4.5</p>	<p>A thorough search of all applications and/or petitions, supporting documentation and files for aliases, as well as lists generated by USCIS is performed by the contractor, and all aliases are entered into the IBIS system(s) or successor system.</p>	<p>Periodic observation & validated customer complaints.</p>

Attachment 7.2 - Schedule of Deductions

Section	IRG	Requirement	Severity	Method	Rate and Penalties
Data Collection	4.3.2	The contractor shall review applications and/or petitions for acceptability in accordance with USCIS policies and procedures.	2% or less acceptable forms are rejected.	Random sampling	2% or less.....None >2%.....\$15,000 Per Service Center Per month
Data Collection	4.3.3	The contractor shall collect information from source documents and input data into various formatted screens in accordance with USCIS policies and procedures.	Accurate data entry of all forms must be completed no later than the close of business on the 2 nd day following being received in the service center.	Random sampling	98% or higher.....None <98%.....\$15,000 Per Service Center Per month
Data Collection	4.3.4	The contractor shall appropriately and correctly prepare and affix barcode labels and other identifiers.	All identifiers, including barcode labels, are appropriately and correctly prepared and affixed to all applications, petitions, and file jackets in accordance with USCIS policies and procedures.	Validated customer complaints	6 or fewer.....None >6.....\$15,000 Per Service Center Per month
Fee Collection	4.4.1	The contractor shall endorse and deposit fees not later than the depository pick up on the next business day after the fees were received in the Service Center	Contractor endorses, and deposits all fees not later than the depository pick up on the next business day after the fees were received in the Service Center.	100% audits and Validated customer complaints	Each infraction.....\$5,000
Fee Collection	4.4.3	The contractor shall monitor and safeguard fees at all times while within the contractor's custody in accordance with USCIS policies and procedures..	All fees are monitored and safeguarded at all times when in the custody of the contractor.	Periodic observation & Validated customer complaints	Each infraction.....\$2,000

Attachment 7-3 – Definitions and Acronyms

The following definitions and acronyms are provided to the contractor to support understanding of the Performance Work Statement.

Definitions

Term	Definition
Accepted application or petition	An application or petition received at the Service Center where the correct fee is properly submitted or waived, and the application or petition is properly signed. The qualifications for acceptance may change in accordance with statute, regulations, and agency policy.
Accuracy	Data entered in an automated system match the source documentation (see Correctness) and are logically valid (e.g., February 30 may be a "Correct" date if it matches the source document, but is not an "Accurate" date, since it is invalid).
Action Stamp	A facsimile stamp that is used when action is completed on a piece of loose material and then sent to another unit or office to file. The document is stamped or annotated in the lower right-hand corner with Action Completed-Approved for Filing and includes initials, FCO/Unit, and the date.
Address Request	(AR-11) Form used to report the change of address of an alien in the United States.
Adjudication	The process by which applications and/or petitions for benefits are reviewed for decision.
Adjudication Backlog	Files pending adjudication longer than USCIS prescribed timeframes.
Adjudication Ready	This is the end result of file assembly. It establishes that a file is complete with screen-prints produced, A-Files requested and consolidated, valid fingerprint results, workable name checks and accurately assembled to decrease the time and effort for an adjudicator to render a decision.
Administrative Manual	(AM) Identifies internal and external regulations and policies; provides procedures for management and administrative support activities of the service.
Alien	Any person who is not a citizen or national of the United States.
Alien File	(A-File) A hard copy file containing all data, history, and documentation relating to a single individual concerning any type of USCIS action, other than a non-immigrant petition.
A-Number	An eight or nine digit number assigned to an alien at the time of entry, arrest, or as required, and used to uniquely identify an alien record.
Appeal	A written request by a petitioner for review of denied application by a higher authority (Administrative Appeals

Term	Definition
	Unit (AAU), or Board of Immigration Appeals (BIA)) as specified in the INA.
Application	A form submitted by an individual requesting an Immigration benefit.
Application Support Center	(ASC) Some USCIS applications require the USCIS to conduct a FBI fingerprint background check on the applicant. Most applicants that require a background check will be scheduled to appear at a specific Application Support Center (ASC) or Designated Law Enforcement Agency (DLEA) for fingerprinting. Fingerprints, photographs, and signatures of people seeking benefits are collected at the ASC's.
Automated Biometric Identification System	(IDENT) An automated system that allows USCIS officers to identify individuals quickly and accurately. IDENT captures the index fingerprints and a photo and enables searches of on-line databases to identify criminal and non-criminal deportable aliens.
Automated Lost A-File Circular	Automated report that lists A-Files marked "Not Found" in CIS and their corresponding Field Offices.
Backlog	Work that has not been processed within the time frames prescribed in the Performance Requirements or in accordance with USCIS policies and procedures.
Barcode	A machine generated label affixed to a file folder or document corresponding to the file number of the file to facilitate the electronic tracking of the file or document.
Batch	A collection of forms received in the mail and provided by the agency to the contractor for data collection.
Beneficiary	Aliens on whose behalf a U.S. Citizen, legal permanent resident (LPR), or employer have filed a petition for such aliens to receive immigration benefits from the USCIS. Beneficiaries generally receive a lawful status as a result of their relationship to a U.S. citizen, LPR, U.S. employer.
Bi-Specialization	Plan by SCOPS to split and distribute the incoming workload between two Service Centers. Current plan teams the Nebraska and Texas Service Centers, and the California and Vermont Service Centers beginning FY 2006. Some of the workload would continue to be the sole responsibility of one Center.
Biometrics Scanning	The process of attaching images of the photograph, signature and/or fingerprint (biometrics) of the applicant to a record in CLAIMS.
Board of Immigration Appeals	(BIA) An independent unit within the Executive Office for Immigration Review (EOIR) that hears appeals of decisions made by the Service.
Border Crossing Identification Cards	Documents of identity bearing that designation issued to an alien who is lawfully admitted for permanent residence or to

Term	Definition
	an alien who is a resident in foreign contiguous territory by consular officer or immigration officer for the purpose of crossing over borders between the U.S. and foreign contiguous territories.
Bucket	A section of shelf space (approximately 1 linear foot in length) in a Service Center file room, with width and depth suitable to hold letter-size manila folders (Receipt Files and A-Files). Buckets hold up to about 50 files grouped by application type, field office, and/or date application was received by USCIS.
Business Day	A business day is considered to be between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday; except for U.S. Government holidays. Close of business day is 5:00 p.m.
Case Control Office	(CCO) An office authorized to hold files while a case is being processed by USCIS and is under the jurisdiction of an FCO. A CCO may receive and transfer files, and must have either NFTS or a networked version of RAFACS.
Case Resolution Unit	(CRU) A unit within the Service Center Records program that provides technical guidance in the records, fee and systems related operations to the internal customers.
Center Information Processing System	(CIPS) An automated system providing electronic processing of requests to retrieve retired A-Files from the Federal Records Center.
Central Index System	(CIS) The master records management system that collects and distributes automated biographical information on aliens. The system contains the physical status of alien files (A-file) and provides the tracking capability to move these files to various USCIS locations.
Completed Case	An application and/or petition which has been approved, denied, returned to the applicant, or initial processing completed.
Completeness	Completeness criteria shall apply at three levels of Contractor responsibility: (1) ensuring that data elements captured meet the standards of such automated systems as CLAIMS, CIS, RAPS, NACS, MFAS, FOIA/PA and that all required information is present in the system, (2) ensuring accountability for source documentation, data, and files, and (3) ensuring the accurate routing, maintenance, and identification of mail and files.
Computer Linked Application Information and Management System 3	(CLAIMS 3 or C3) USCIS automated GUI/DOS-based system that currently supports receipting, adjudication, and notification processes for all applications and petition types (except Naturalization applications).
Computer Linked Application Information and Management	(CLAIMS 4 or C4) USCIS automated GUI Windows-based system that currently supports receipting and notification

Term	Definition
System 4	processes for N-400, Application to File for Naturalization, and I-881, Application for Suspension of Deportation or Special Rule Cancellation or Removal.
Computer Linked Application Information and Management System Mainframe	(CLAIMS Mainframe) USCIS automated systems that handle the receipt, adjudication, and notification processes for petitions and applications for immigration and naturalization benefits.
Contract Discrepancy Report	(CDR) Report initiated by the COTR and transmitted to the Contractor by the Contracting Officer.
Contract Performance Analysis Unit	(CPAU) A unit within the Service Center Records program that is responsible for assisting with contract compliance oversight, monitoring the contractor on site, and liaison with other non-Records Units within the Service Centers.
Contracting Officer	(CO) The Government employee responsible for executing/administering and providing direction on the contract.
Contracting Officer's Technical Representative	(COTR) USCIS employee designated by the CO to assure technical compliance with the contract, or their designee. The COTR will be appointed by letter and be based in Washington, DC. Their designated representatives at each service center will be known as the Service Center COTR, i.e. responsible only for contract oversight at their center.
Consolidate	The process of both physically and electronically consolidating two or more A-Files (or Substitute Files) relating to the same individual. Also, used to refer to the "merge" of T-Files or Receipt Files into A-Files.
Contractor Backlog	The backlog of front-end processing caused by contractor actions or failures within their responsible task areas. Contractor backlog time excludes delays awaiting applicant response, FBI fingerprint check, USCIS adjudicator action, or other actions that occur after the front end processing is completed.
Correctness	Data elements captured from source documentation match the source documentation.
Correspondence	Incoming written material, some of which relates to the processing of applications and/or petitions. Types of written material may include congressional or public inquiries, and responses from applicants to miscellaneous communications.
Critical Data	USCIS designates the following data fields as Critical Data: A-Number, Receipt Number, Name of applicant/petitioner, Address of applicant/petitioner, and all monetary amounts.
Customer Complaint	Derogatory report made by USCIS users of the Contractor's products/services which, if validated, may be used by the Government for the purpose of assessing the Contractor's quality of performance.

Term	Definition
Data Change	Altering information in automated systems without affecting the status of the case.
Defective Service	A service output that does not meet the associated standard of performance in the Performance Requirements Summary.
Denial	A decision by USCIS to deny, terminate, revoke, or rescind a benefit.
Department of Justice	(DOJ) Department of Justice
Department of Homeland Security	(DHS) Department of Homeland Security
Deportable Alien Control System	(DACS) An automated system that supports field casework activity associated with aliens who are detained or placed under docket control for deportation.
Deportation	The formal procedure wherein an alien is removed from the United States for violating the terms of his/her admission. This procedure is conducted in an administrative setting.
Designated Law Enforcement Agency	(DLEA) Local law enforcement agency (e.g., state police or county sheriff) which enters into an independent agreement with the USCIS to take fingerprints of USCIS customers.
Direct Mail	The process whereby a petitioner or applicant mails an application or petition directly to the Service Center for adjudication, rather than to either a District or Sub Office. Direct Mail can also include cases in which fees were received by another USCIS office.
District Office	(DO) Geographic areas into which the U.S. and its territories are divided for the USCIS field operations or one of three overseas offices located in Rome, Bangkok, and Mexico City. Each DO has a specific service area that may include part of a state, an entire state, or many states. DO's are where most USCIS field staff are located. DO's are responsible for providing certain immigration services and benefits to people resident in their service area, and for enforcing immigration laws in that jurisdiction. Certain applications are filed directly with DO's, many kinds of interviews are conducted at the offices, and USCIS staff is available to answer questions, provide forms, etc.
Document	Recorded information, regardless of physical form or characteristics and is often used interchangeably with "Record".

Term	Definition
Employment Authorization Documentation	(EAD) A document issued by the USCIS as evidence that the holder is authorized to work in the US.
Enforcement Case Tracking System	(ENFORCE) A case management system that integrates and supports functions including subject processing, biometric identification, allegations and charges, preparation and printing of appropriate forms, data repository, and interface with the national database of enforcement events.
Executive Office of Immigration Review	(EOIR) An organization within DOJ comprised of Immigration Judges and the Board of Immigration Appeals who have responsibility for hearing cases in Immigration matters.
Express Mail	Generic term for next day delivery of mail using various private carriers, couriers, and/or the US Postal Service.
FBI fingerprint card	(FD-258) The form that is used to record an applicant's fingerprints for submission to the FBI.
FBI Fingerprint Query	An automated USCIS database that tracks fingerprint results.
Federal Bureau of Investigation	(FBI) DOJ agency that maintains fingerprint records in automated form. USCIS submits fingerprint forms to the FBI to verify the applicant's identity and to determine if the applicant has a criminal record.
Federal Records Center	(FRC) Locations where federal records are stored. These centers are under the control of the National Archives and Records Administration (NARA).
Fee	Amount of money charged for the filing of a particular type of application/petition. Fees must be submitted for exact amount (US Funds), in form of check or money order.
Fee Exempt	Fee is not required for action.
Fee Infraction	A fee instrument or group of instruments not controlled by the contractor in accordance with USCIS policies and procedures.
Fee Received Elsewhere	(FRE) Applications and/or petitions that were processed at another USCIS location where the fee was removed and deposited before being forwarded to a Service Center.
Fee Waived	Although a fee is normally charged, the USCIS may make the determination (based on criteria) not to require a fee for an application and/or petition submitted to the Service Center.
Fees and Applications Receipt and Entry System	(FARES) A mainframe system that documents all the applications and petitions received by all SCs and some Field Offices.
File Connection	Accomplished when applications, petitions, and/or correspondence are matched to and filed within the corresponding A-File.
File Control Office	(FCO) An USCIS field office—either a District Office (including USCIS overseas offices) or a sub office of that

Term	Definition
	district—where alien case files are maintained and controlled.
File Transfer Confirmation	(FTC) A CIS transaction (9503) which confirms the receipt of an A-File by the requesting FCO.
File Transfer Indication	(FTI) A CIS transaction (9502) which indicates the status of a file which has been requested for transfer.
File Transfer Maintenance	(FTM) A restricted CIS transaction (9505) which updates transfer status and information about an A-File.
File Transfer Request	(FTR) A CIS Transaction (9501) which initiates the transfer of an A-File from the requesting FCO to another.
Filed	A case is filed when it is deposited on or in a shelf, box, cabinet or other holding device waiting for the next action to be imposed upon it.
Fingerprint Masthead and Notification System	(FMNS) A software package utilized to complete the FD-258 Fingerprint Card Masthead information; FMNS includes field edits to ensure masthead data is entered correctly; it prints 2-D barcode data on the back of the FD-258, which is scanned by the Machine Readable Data (MRD) process, and contains a scheduling module which generates fingerprint scheduling notices in 2-D barcode.
Fiscal Quarter	(FQ) A 3-month period during the Fiscal Year (1 st FQ: October 1-December 31; 2 nd FQ: January 1-March 31; 3 rd FQ: April 1-June 30; 4 th FQ: July 1-September 30).

Term	Definition
Fiscal Year	(FY) A 12-month period beginning October 1 and going through September 30 of the following calendar year. FY is determined by calendar year in which it ends (i.e. FY2006 begins October 1, 2005 and ends September 30, 2006).
Field	A specific section of an application or petition that requires data entry (e.g. name, street address, country of birth,) A field may consist of any number or combination of keystrokes.
Form	An application and/or petition provided through the mail, electronically, or by the agency to have data entered from specific fields on the form. The form may contain any number of fields that require keying and may consist of one or more pages.
Fraud Detection Unit	(FDU) A unit within the Service Center that reviews applications and/or petitions for suspected applicant fraud.
Freedom of Information Act/Privacy Act	(FOIA/PA) The Freedom of Information Act provides that any person has a right to request access to immigration records, except those records exempted by the act. The Privacy Act provides legal permanent residents and US citizens a right of access to records filed and retrieved by their name or personal identifier.
Freedom of Information Act/Privacy Act (FOIA/PA) Case Tracking	(FIPS) Automated case tracking and processing system for FOIA/PA requests.
Government Provided Property	Supplies/equipment in the possession of or directly acquired by the Government and subsequently made available to the Contractor for use in performing services under a contract.
Graphical User Interface	(GUI) The design and appearance of screens that includes icons, pictures, pop-up menus, etc.
Green Card	Alien Registration Receipt Card (Form I-151 or Form I-551).
Haitian Refugee Immigration Fairness Act of 1998	(HRIFA) Signed into law on October 21, 1998, it provided immigration benefits and relief from deportation to certain Haitian nationals. HRIFA allowed eligible Haitians to obtain LPR status without applying for an immigrant visa at a U.S. consular office overseas, and waived many of the usual requirements for this benefit.
Harrisonburg File Storage Facility	(HBG FSF) Located in Harrisonburg, VA, the HBG FSF was originally established in 1997 to serve as a repository for all non-pending receipt files from the four Service Centers, as well as the National Benefits Center. The Office of Records Management has oversight for this facility, which is operated by SI International.
I-551	Green Card; Alien Registration Card; Permanent Resident Card.
Immigrant	Any person not a citizen of the U.S. who is residing in the

Term	Definition
	U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Also known as "Green Card Holder" or "Lawful Permanent Resident."
Immigration and Nationality Act	(INA) The Act, which along with other immigration laws, treaties, and conventions of the U.S., relates to the immigration, temporary admission, naturalization, and removal of aliens.
Immigration Marriage Fraud Amendments of 1986	Public law passed in order to deter immigration-related marriage fraud. Its major provision stipulates that aliens deriving their immigrant status based on a marriage of less than two years are condition immigrants. If the aliens cannot show that the marriage through which the status was obtained was and is a valid one, their conditional immigrant status may be terminated and they may become deportable.
Immigration Reform and Control Act of 1986	(IRCA) Public law passed in order to control and deter illegal immigration to the U.S. Its major provisions stipulate legalization of undocumented aliens, legalization of certain agricultural workers, sanctions for employers who knowingly hire undocumented workers, and increased enforcement at U.S. borders.
Interagency Border Inspection System	(IBIS) IBIS resides on the Treasury Enforcement Communications System (TECS) at the CBP Data Center. It tracks information on suspect individuals, businesses, vehicles, aircraft, and vessels. IBIS terminals can also be used to access NCIC records on wanted persons, stolen vehicles, vessels, or firearms, license information, criminal histories, and previous Federal inspections. The information is used to assist law enforcement and regulatory personnel.
Integrated Card Production System	(ICPS) The hardware and associated software used to manufacture USCIS cards and Laser Visas for the Department of State, located in Corbin, KY and in the USCIS Service Centers.
Intent to Deny	A notice sent by USCIS to an applicant or petitioner advising of possible adverse action to be taken on an application or petition for a benefit.
Interfile	The act of identifying and placing loose material, or a set of related documents, into the appropriate file.
Keying Change	A keying change constitutes a change in the number or type of entry to a field or form. The change may consist of alpha to numeric, numeric to alpha, a change in the number or size of each field to be keyed, or the addition of fields.
Keystroke	Each character within a field that is keyed.
Labor Certification	A clearance issued by the Secretary of Labor certifying that with regard to a prospective immigrant's occupation: (1) There are insufficient U.S. workers ready, willing and able to

Term	Definition
	perform a particular labor, and (2) that the alien's employment in the U.S. will not adversely affect the wages and working conditions of similarly employed persons in the U.S. A labor certification is required for certain applications for permanent residence.
Lawful Permanent Resident	(LPR) Any person not a citizen of the U.S. who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Also known as "Green Card Holder" or "Immigrant."
Letters Express Program	Automated pre-printed letters that are mailed to applicants or petitioners requesting additional information or evidence.
Lockbox	Facility where designated form types are mailed by applicants. Forms are data entered and fees deposited, prior to shipping acceptable files to the applicable Service Center.
Machine Readable Data	(MRD) 2D barcode information scanned from the FD-258 Fingerprint Card created by the FMNS to transmit FD-258 masthead information to the FBI and reduce the amount of manual data entry required by the FBI. MRD is also used to verify receipt of FD-258 Fingerprint Cards to and from the FBI.
Mail	Envelopes, files, or packages of any kind that are incoming to the service center or outgoing from the Service Center.
Mailstop	Any location within the service center where the contractor delivers or picks up mail, including individual workstations.
Manifest	A listing of the contents of a shipment, normally by package. Normally, a manifest would be prepared for each box of files in a shipment, for example.
Manual Search Request	(MSR) A request sent to Headquarters to check microfilm for existing old records and data input into CIS.
Marriage Fraud Amendment System	(MFAS) A USCIS automated database system for tracking and processing applications to terminate conditional residence status.
Motion	A request to reopen a denied case and to reconsider the decision.
Motion on Appeal	A request to re-open an appeal denied by the BIA or AAU.
National Archives and Records Administration	(NARA) The agency which manages the RRC and the FRC.
National File Transfer System	(NFTS) An USCIS automated system that supports national file tracking (replacement for RAFACS).
National Records Center	(NRC) A USCIS facility that serves as the central repository for storage of active and inactive USCIS files. The NRC is located in Lee's Summit, MO.
National Visa Center	(NVC) The Department of State facility which houses approved petitions until visas become available, after which the petitions are forwarded to the applicable American

Term	Definition
	Consulate.
Naturalization	The conferring, by any means, of citizenship upon a person after birth.
National Data Integrity Project	(NDIP) A project to enable USCIS to track naturalization cases through all stages of the process; USCIS stores A-Files and Receipt Files in "buckets" to await the next stage in the process and tracks their location by entering the bucket barcode and file barcode into RAFACS using a barcode wand.
Naturalization Quality Procedures	(NQP) An USCIS policy document designed to standardize and document the processing, interviewing and adjudication of naturalization applications, ensure accurate and effective application of the laws, regulations, policies, and instructions governing Naturalization.
New Forms	Any application, petition, or other form that requires keying and has not been included in this contract.
Non-Deliverable Mail	Mail that is returned to the sending Service Center stamped non-deliverable by the U.S. Postal Service.
Non-Immigrant	An alien who seeks temporary entry to the U.S. for a specific purpose. The alien must have a permanent residence abroad and qualify for the non-immigrant classification sought. Non-immigrants include: foreign government officials, officials and employees of international organizations, visitors for business and pleasure, crewmen, students, trainees and temporary workers of distinguished merit and ability or who perform services because U.S. workers are unavailable in the U.S.
Normal hours of operation	Normal hours of operation at a Service Center are between 6:00 a.m. to 11:30 p.m. on Monday through Friday, except for U.S. Government holidays.
Notice of Action	A document sent to respondent describing intended action on an application/petition.
Notice To Appear	(NTA) The "96 Act" requires that one charging document be used to begin removal proceedings for inadmissible and deportable aliens. The previous documents, Order to Show Cause and the I-122, were combined into a single charging document, the Notice To Appear.
Office of Chief Information Officer	(OCIO) The USCIS office responsible for information technology services.
Office of Security Investigations	(OSI) USCIS Law Enforcement Agency
Open Database Connectivity	(ODBC) A standard application programming interface for accessing a database.
Other Mail - Case Related	Mail that is not administrative mail or an application/petition. This mail consists mostly of A-files, interfiling, and cards

Term	Definition
	sent by other offices for destruction.
Peak Period	The time(s) when the volume of work increases in direct response to changes brought about by technological advances, USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, or changing global events.
Performance Requirement	Key service outputs of the contract that will be evaluated by the USCIS to ensure adequate Contractor compliance and to determine the amount of the award fee.
Periodic Observation	Periodic observations are planned assessment visits to a work area intended to allow for verification that processes are properly implemented and carried out, that all relevant documents and procedures are available and correct and that the contractor's Management team is implementing effective corrective and preventive action in the event of significant non-conformance conditions.
Permanent Resident Card	(PRC) A card that provides permanent documentation of residence to an alien and allows the alien to work and reside in the United States; also known as a "Green Card".
Petition	A form filed by an individual or organization seeking to classify an alien for the issuance of a nonimmigrant or immigrant visa.
Petitioner	One who files a petition on behalf of an alien.
Portable Barcode Reader	(PBCR) A hand-held device that uses laser technology to read specially formatted identification labels affixed to file folders, documents, and shelves.
Portable Document Format	(PDF) Computer format of USCIS forms available on the USCIS web site.
Post Office Non-Deliverable Security	(PONDS) Secured documents (e.g., EAD cards) returned to the Service Center by the US Postal Service as non-deliverable. The USCIS stores the document securely for up to 120 days. If the applicant provides a new address, the Service Center mails the document again. Otherwise, the Service Center destroys and accounts for the document sometime after 120 days.
Premium Processing	A service that provides American businesses with the opportunity to obtain faster processing of a petition or application to meet their needs for a foreign worker. Specifically, USCIS provides 15-calendar day processing to those who choose to use this service or USCIS will refund the Premium Processing fee and the relating case will continue to receive expeditious service.
Prep/Prepping	Preparing a work item for the next processing step. An example would be prepping work for imaging may include removing staples, straightening corners of documents, taping

Term	Definition
	paper rips, and inserting patch sheets, or verifying a completed action file against the database record in preparation for archiving.
Pre-sort Contractor	A firm which has contracted with the Government to sort mail by zip codes prior to delivery of the outgoing mail to the USPS.
Quality Assurance Surveillance	The sum of all activities performed by the USCIS in the ongoing monitoring of product quality, to confirm that reviewed product meets or exceeds the stated requirements and needs.
Quality Assurance Surveillance Plan	A Plan document prepared by the USCIS describing the roles and responsibilities, types of work to be performed, surveillance methods and activities used and basic guidance to the Quality Assurance Surveillance Personnel for the assessment and documentation of contractor product quality performance.
Quality Control	(QC) The operational techniques and activities (and the use of them) that sustain a quality of product or service that will satisfy given needs. The goal of Quality Control is to provide quality that is acceptable and satisfactory, (e.g., safe, adequate, dependable and economical). QC is performed by and the responsibility of the Contractor.
Quality Management	The totality of functions involved in the determination and achievement of quality. Quality management is part of overall management and includes Quality Control.
Random Sample	A set of product or service output units that are selected in such a manner that all combinations of units under consideration have an equal chance of being selected as the sample.
RAP Sheet	Police Arrest Records
Receipt and Alien File Accountability and Control System	(RAFACS) A USCIS automated system that tracks the location of individual Receipt and A-Files within a Service Center.
Receipt File	Hard copy file created by the Service Center to hold an application/petition, and all supporting documents for a particular applicant.
Receipt Notice	A document confirming receipt of application and/or petition by USCIS.
Receipt Number	An alphanumeric 13-character designator assigned by CLAIMS to each case accepted for USCIS processing.
Received	When the Government or contractor takes possession. This can be of a physical object (mail, files, reports) or nonphysical (requests, inquiries).
Record	A record consists of fields entered from a form. The record is the electronic version of the form. Some forms will

Term	Definition
	contain more than one record.
Request For Evidence	(RFE) A request that is sent to either an applicant or petitioner to submit evidence to overcome any deficiencies in the record of proceedings.
Records Retirement Center	(RRC) Managed by NARA.
Records Operation Handbook	(ROH) The USCIS Office of Records policy manual that provides service-wide guidance and procedures to be used in administering the USCIS Records Program.
Reengineered Naturalization Application Casework System	(RNACS) A USCIS centralized database system that supports the processing of naturalization and nationality cases. RNACS provides identification and background information on active cases and tracks case status.
Refugee	Any person who is outside his/her country of nationality and who is unable or unwilling to return to that country because of persecution or a well founded fear of persecution.
Refugee Asylum and Parole System	(RAPS) A USCIS automated system which provides asylum case tracking and reporting. RAPS is used by USCIS Asylum offices to record biographical and asylum-related data for any alien applying for asylum.
Region	Any one of the four areas of the U.S. among which the USCIS offices are divided for administrative purposes only—Northeast, Southeast, Central and Western Regions.
Regular Work Hours	See 'Normal Hours of Operation'
Rejected Application	An application or petition that is not accepted by the USCIS.
Remote File Maintenance Facility	(RFMF) A file storage facility located in Harrisonburg, VA that provides a temporary test site for new file procedures and operations.
Remoted Case	A case sent to another USCIS office for adjudication.
Resident Alien	Applies to non-U.S. citizens currently residing in the U.S.
Responsible Party Code	(RPC) The code location address for files in RAFACS and NFTS.
Responsible Party Filing System	(RPFS) A random storage and retrieval method that allows the storage of A-Files in available shelf space and that uses RAFACS to track shelf location.
Representative	A person who is entitled to represent another as provided in USCIS regulations (i.e. attorney).
Resubmitted Case	A case previously accepted which has been returned to the applicant/petitioner for additional information and is now resubmitted to USCIS for action.
Rework	Performance of services that were found to be defective as a result of contract surveillance or other validated sources.
Sample	One or more work requirements drawn from a population.
Sample Size	The number of work requirements selected for evaluation is the sample size.
Sampling Guide	A written procedure that states what will be checked, the

Term	Definition
	standard of performance, and how the checking will be done.
Sampling Plan	A plan that indicates the performance requirement, the number of units from each lot/batch that are to be inspected (sample size and the criteria for determining the acceptability or rejection), used to develop the sampling guide.
Sensitive data	Sensitive data includes privacy, proprietary, and personal data.
Service	A job which calls directly for a Contractor's time and effort and must be performed to the standard and within the performance requirement before the performance can be considered acceptable.
Service Center	(SC) Four offices established to handle the filing, data entry, and adjudication of certain applications for immigration services and benefits. The applications are mailed directly to USCIS Service Centers. Service Centers are not staffed to receive walk-in applications or questions.
Service Center Operations	(SCOPS) The USCIS organization that oversees management of the Service Centers.
Special Search	Conducted locally in an attempt to find missing files and/or documents.
Spike	A predictable rapid increase in the volume of form receipts at one or more centers. Spikes result from some stimulus (e.g., first date forms for a particular time-sensitive benefit can be accepted, period immediately preceding a fee increase, announced end of a filing period for a particular benefit, etc.), and they can be predicted at least 45 days before they occur. They are often limited to a specific filing type (e.g., Form I-129 for a new H-1B non-immigrant worker, etc.).
Standard	An acknowledged measure of comparison.
Start-up Backlog	Contractor backlog that the contractor inherits from the outgoing contractor that must be addressed in the Start-up.
Student Entry Visa Information System	(SEVIS) A web-based system for maintaining information on international students and exchange visitors in the United States. SEVIS is administered by the Student and Exchange Visitor Program, a division of ICE.
Sub offices	Offices found in some Districts that service a portion of the District's jurisdiction. A Sub office provides many services and enforcement functions. Their locations are determined, in part, to increase convenience to USCIS customers.
Surge	An increase in the daily volume of receipts of more than 20% above the average daily receipt volumes for the previous 20 business days.
Surveillance	Process of monitoring Contractor performance, either by direct evaluation, observation, or other information source.
System Inquiry	A query of various computer databases used by USCIS.

Term	Definition
System Update	The addition and/or change to information in the various computer systems.
Temporary File	(T-File) A file opened when the original A-File cannot be located or pending receipt of the A-File from another office.
Temporary Protected Status	(TPS) Establishes a legislative basis for allowing a group of persons temporary refuge in the U.S. Under a provision of the Immigration Act of 1990, the Attorney General may designate nationals of a foreign state to be eligible for TPS with a finding that conditions in that country pose a danger to personal safety due to an ongoing armed conflict or an environmental disaster.
Terminal Digit Order	(TDO) A manual process of arranging A-Files on open file shelving; the files are prefixed with the letter "A" followed by either 7 or 8 digits; odd numbers are placed on the left tab of the file jacket, and even numbers on the right tab; files are grouped by the 3 terminal digits, then by the first 5 digits, for example, all files with the last 3 digits "726" are placed together and sorted numerically by the first 5 digits; i.e., A30 610 726 would precede A38 078 726 and follow A 18 249 726).
Travel Booklet Documents	Documents required by a country for Alien travelers to enter that country. Issued only by the NSC.
Triage Process	A process that identifies a file when it enters a Service Center, for batch process for an IBIS hit. If the batch produces a hit, the file is sent to either an adjudicator or a Triage Unit (depending on which Center it's in), where it is determined if the IBIS hit was a match for the applicant/petitioner/beneficiary. If the hit is a match, the Triage Unit will resolve it and send the file back to adjudications for a decision.
U.S. Citizenship and Immigration Services	(USCIS) On March 1, 2003, service and benefit functions of the U.S. Immigration and Naturalization Service transitioned into the Department of Homeland Security (DHS). The USCIS is responsible for the administration of Immigration and Naturalization adjudication functions and establishing immigration services policies and priorities. Functions include adjudication of immigration visa petitions, naturalization petitions, asylum and refugee applications, and other benefit applications and petitions.
US Customs and Border Protection	(CBP) The unified border agency within the Department of Homeland Security (DHS). CBP combined the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration, Animal and Plant Health Inspection Service, and the U.S. Border Patrol.
US Immigration and Customs	(ICE) ICE is one component that completes Border

Term	<u>Definition</u>
Enforcement	Transportation Security, which is under the Department of Homeland Security. The mission is to secure the nation's air, land, and sea borders. The largest investigative arm of the DHS, ICE is responsible for identifying and shutting down vulnerabilities in the nations' border, economic, transportation and infrastructure security.
Validated Customer Complaint	A validated customer complaint is a derogatory report issued by the customer (any USCIS recipient of the contractor's products/services) which after investigation has been corroborated or supported on a sound authoritative basis and recognized as a legitimate report of a contractor-caused or contractor-responsible undesirable condition.
www.USCIS.gov	Official web site for USCIS.
Waiver	An application submitted by an alien to overcome a ground of ineligibility for a benefit.
Work Distribution Unit	(WDU) An ordering system designed to house files pending adjudication until the adjudicators are ready to process them; this system provides an organized method of housing files, tracking pending counts, and assigning work.
Work Folder	A file housing only non-record copies of correspondence or other material; all such files are conspicuously annotated "Work Folder".

Acronyms

Acronym	Definition
AAU	Administrative Appeals Unit
A-File	Alien File
AM	Administrative Manual
AR-11	Address Request
ASC	Application Support Center
BIA	Board of Immigration Appeals
CBP	Customs and Border Protection
CCO	Case Control Office
CDR	Contract Discrepancy Report
CIPS	Centers Information Processing System
CIS	Central Index System
CLAIMS	Computer Linked Application Information and Management System
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
CPAU	Contract Performance Analysis Unit
CRU	Case Resolution Unit
DACS	Deportable Alien Control System
DLEA	Designated Law Enforcement Agency
DHS	Department of Homeland Security
DO	District Office
DOJ	Department of Justice
EAD	Employment Authorization Document
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
FARES	Fees and Application and Entry System
FBI	Federal Bureau of Investigation
FCO	File Control Office
FDU	Fraud Detection Unit
FIPS	Freedom of Information/Privacy Act System
FMNS	Fingerprint Masthead and Notification System
FRC	Federal Records Center
FRE	Fee Received Elsewhere
FTC	File Transfer Confirmation
FTI	File Transfer Indication
FTM	File Transfer Maintenance
FOIA/PA	Freedom of Information/Privacy Act
FQ	Fiscal Quarter
FTR	File Transfer Request

Acronym	Definition
FY	Fiscal Year
GUI	Graphical User Interface
HBG FSF	Harrisonburg File Storage Facility
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICPS	Integrated Card Production System
IDENT	Automated Biometric Identification System
INA	Immigration and Nationality Act
IRCA	Immigration Reform and Control Act
LPR	Lawful Permanent Resident
MADR	Maximum Allowable Defect Rate
MFAS	Marriage Fraud Amendment System
MRD	Machine Readable Data
MSR	Manual Search Request
NARA	National Archives and Records Administration
NCIC	National Crime Information Center
NDIP	Naturalization Data Integrity Project
NFTS	National File Transfer System
NQP	Naturalization Quality Procedures
NRC	National Records Center
NTA	Notice to Appear
NVC	National Visa Center
OCIO	Office of Chief Information Officer
ODBC	Open Database Connectivity
PBCR	Portable Barcode Reader
PDF	Portable Document Format
POE	Port of Entry
PONDS	Post Office Non-Deliverable Security
PRC	Permanent Resident Card
PWS	Performance Work Statement
QASP	Quality Acceptance Surveillance Plan
QC	Quality Control
RAFACS	Receipt and Alien File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RFE	Request for Evidence
RNACS	Re-engineered Naturalization Application Casework System
ROH	Records Operation Handbook
RPC	Responsible Party Code
RPFS	Responsible Party Filing System
RRC	Records Retirement Center

Acronym	Definition
SC	Service Center – (CSC-California; NSC-Nebraska; TSC-Texas; and VSC-Vermont)
SCOPS	Service Center Operations
SEVIS	Student Entry Visa Information System
SNAP	Scheduling, Notification of Applicants for Processing
TDO	Terminal Digit Order
TDPS	I-512L Travel Document Production System
TECS	Treasury Enforcement Communications System
TPS	Temporary Protective Status
T-File	Temporary File
USCIS	US Citizenship and Immigration Services
USPS	US Postal Service
WDU	Work Distribution Unit

Attachment 7.4 - Government Provided Property

The Government will provide onsite contractor personnel with office workstations, computers, peripherals, and office supplies. The government shall not provide computer equipment, items, or supplies supporting contractor efforts not in support of this contract. Contractor provided IT equipment shall not be connected to any USCIS network, system, or equipment without the written authorization of the COTR and shall conform with the DHS Information Security requirements set forth in DHS 4300.

The Contractor shall require onsite personnel to utilize USCIS electronic mail (e-mail), the telephone system, and other networks to communicate within the Service Center, between USCIS operations, and with USCIS SCOPS Headquarters. All these systems are Government provided and subject to audits and monitoring by the Government. The contractor shall notify its personnel that there shall be no expectation of privacy on any USCIS systems.

The contractor shall operate Government provided equipment in accordance with USCIS procedures and manufacturer's specifications.

The contractor shall initiate and track maintenance calls and/or service requests for Government provided IT equipment to the DHS help-desk. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within 4 hours of each occurrence.

The contractor shall initiate and track maintenance calls and/or service requests for Government provided (non IT) equipment according to the manufacturer's recommended schedule, if one is available. The contractor shall initiate and track repair requests and ensure that all repairs performed are complete and that the equipment is operating as required. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within 4 hours of each occurrence.

The Government provides computer workstations and software in various hardware configurations, and reserves the right to upgrade, add, delete, or replace equipment and software. Current equipment and software in use includes, but is not limited to the following table:

TYPE	Hardware/Software
CPU	<ul style="list-style-type: none"> • Dell Optiplex GX1 • Dell Optiplex GX110 • Dell Optiplex GX150 • Dell Optiplex GX240 • Dell Optiplex GX260
Monitors	<ul style="list-style-type: none"> • Dell 1900FP • Dell D1028L • Dell M781P • Dell M782

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Dell P1130
Printers	<ul style="list-style-type: none"> • Datamax DMX I-4206 Barcode Printer • Hewlett Packard Laser Printer HP1100 • Hewlett Packard Laser Printer HP1200 • Hewlett Packard Laser Printer HP4100 • Hewlett Packard Laser Printer HP4550 • Hewlett Packard Laser Printer HP8150 • Hewlett Packard Notice Printer HP-M/800/4050DN • DBM-810 Check Franker
Scanners	<ul style="list-style-type: none"> • Hewlett Packard HP6300C • Hewlett Packard HP7400C • Welch Allyn 2380 Barcode Wand • Symbol 2D Laser Barcode Scanner • Dolphin 7200 portable scanner
Fax Machines	<ul style="list-style-type: none"> • Kyocera LDC 870
Mailroom Equipment	<ul style="list-style-type: none"> • Pitney Bowes Mail Machine • UF570 Mail Machine • Paragon Mail Machine • Pallet Jack • Omation Machine • Taper Machine • Pitney Bowes Opener • Pitney Bowes Postal Scale • Postal Meters • Automated Folders • Third Party Courier Machine • Automated Signature Machine • Inserter
Software	<ul style="list-style-type: none"> • Adobe Acrobat 5.0 • Adobe Acrobat 6.0 Professional • Arcserve 7.0 McAfee • Microsoft Internet Explorer 6.0 • Microsoft Office 97 • Microsoft Office 2000 • Microsoft Windows 95 • Microsoft Windows 2000 • Microsoft Windows NT 4.0

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Microsoft Windows XP • Novell 4.11 Teleview (A2B) 3.31
Miscellaneous	<ul style="list-style-type: none"> • Time Clocks • Check Endorser Printer • Copiers

The Government provides access to various computer systems, when needed in the performance of duties, and reserves the right to upgrade, add, delete, or replace access. Contractor provided IT equipment shall not be connected to any USCIS network, system, or equipment without the written authorization of the COTR and shall conform with the DHS Information Security requirements set forth in DHS 4300. Current software in use includes, but is not limited to the following table:

Systems	
	<ul style="list-style-type: none"> • Address Request (AR-11) • Central Index System (CIS) • Computer Linked Application Information Systems (CLAIMS3-LAN) • Computer Linked Application Information Systems (CLAIMS4) • Computer Linked Application Information Systems (CLAIMS Mainframe) • Deportable Alien Control System (DACs) • ENFORCE/IDENT 5.4 • Fees and Applications Receipt and Entry System (FARES) • Federal Bureau of Investigations (FBI) Fingerprint Query FD-258 Tracking System • Interagency Border Inspection System (IBIS/TECS) • I-512L Travel Document Production System (TDPS) • Image Storage and Retrieval System (ISRS) • Freedom of Information Act/Privacy Act (FOIA/PA) Case Tracking (FIPS) • Marriage Fraud Amendment System (MFAS) • National File Tracking System (NFTS) • Receipt and Alien File Accountability and Control System (RAFACS) • Refugee Asylum and Parole System (RAPS) • Scheduling, Notification of Applicants for Processing (SNAP) • Student Entry Visa Information System (SEVIS)

Attachment 7.5 - Currently Required Screen Prints

As noted throughout the Performance Work Statement, the contractor duties within the Service Centers are broad and multi-faceted. In supporting the Adjudications program and the processing of applications and/or petitions for benefits, the contractor is responsible for printing screens from various USCIS automated systems. As with sorts, depending on the Center and the form type, the screenprints are done in the mail room, data entry, and/or the file room task areas.

Examples of the various screen prints requirements include:

For I-130's, the California Service Center requires up to 5 different screen prints; the Nebraska Service Center and Vermont Service Center requires up to 3 different screen prints for I-130's.

For N-400's, the California Service Center and Nebraska Service Center requires up to 6 different screen prints; and, the Vermont Service Center requires up to 4 N-400 screen prints.

California Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	TECS	AR-11
I-102											X	X													X	X	
I-130	X			X	X	X			X																		
I-131	X			X	X	X			X	X	X	X										X					
I-140	X			X	X	X			X	X	X	X										X					
I-191	X			X	X	X			X																		
I-192	X			X	X	X			X																		
I-485	X			X	X	X			X												X	X	X				
I-360	X			X	X	X																					
I-526	X			X	X	X			X																		
I-589	X			X	X										X			X									
I-612	X			X	X	X			X																		
I-539	X			X						X	X	X													X	X	
I-129F	X			X	X	X			X																		
I-129										X	X	X													X	X	
I-751	X								X						X												

California Service Center (Continued)

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIS (SQ94)	TECS	AR-11
I-765	X				X	X	X			X																	
I-765 (C-8)	X									X									X								
I-765 (C-9)	X											X					X										
I-765 (C-10)	X																	X									
I-765 (C-3)	X		X		X	X																					X
I-765 (A-17, A-18)	X		X		X	X				X		X															X
I-817	X		X		X	X												X									
I-824	X				X	X	X			X		X	X														
I-829	X		X		X	X				X						X		X									
I-881	X		X		X		X	X											X								
I-90	X																										
MSR (Excel Request Form)																											
MTR	X				X	X	X			X		X															
N-400	X				X	X	X			X																	
Consular Return Group 4											X	X															
Immigrant Visa (2A IV)	X										X	X															

Nebraska Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAILS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	SEVIS
I-90 Renewals	X	X							X	X											X		X				
I-90 Replacements	X	X							X	X							X				X		X				
I-102																								X			
I-130	X						X													X							
I-131 Re-entry Permit	X					X	X		X								X										
I-131 Travel Document	X					X	X		X								X		X								
I-131 Advance Parole	X		X	X	X	X	X		X								X										
I-131 HRIFA	X		X	X	X	X	X			X									X								
I-485 Asylum	X		X	X	X	X	X														X		X		X		
I-485 EB	X		X	X	X	X	X											X			X		X				
I-485 HRIFA	X		X	X	X	X	X												X		X		X				
I-485 Indo-China	X		X	X	X	X	X														X		X				
I-212	X																										
I-589						X	X									X			X								
I-612	X																										
I-730	X															X				X							
I-751	X								X																		

Nebraska Service Center (Continued)

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS if hit in 9101	NAILS if hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIS (SQ94)	Re-reun 9101 or DACS after RFE	SEVIS
I-765	X			X	X	X	X										X										
I-765 (C3/C5)	X			X	X	X	X										X										X
I-765 (A5)	X					X	X									X	X	X	X								
I-765 (C8)	X					X	X									X	X	X	X								
I-765 (C9)	X		X	X	X	X	X		X								X	X									
I-817	X					X	X		X																		
I-821/I-765	X											X						X			X						
I-824													X	X	X												
N-400	X		X	X	X						X											X					
I-539 F,M,J																								X		X	
I-539 F,M,J																								X			
I-129F	X																										

Texas Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAILS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	GUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	SEVIS
I-90 e-Filing	X							X	X																		
I-90								X	X																		
I-102																								X			
I-485																						X	X				
I-589	X				X	X										X			X								
I-765 (C8)	X															X			X								
I-765 (Other)	X																										
I-817																						X					
I-821/I-765					X	X					X																
I-824											X																
N-400	X									X												X					

Vermont Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAILS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	FBI Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	Rerun 9101 or DACS after RFE comes in	FBI Query - Unclassifiable rejects	Bene Screen if over 100 Benes	Claims Fee Screen	MFAS CSTA/CHIS if other than current status of "Pending Receipt"	SEVIS		
I-102 (Denied)	X				X	X																												
I-129																																		
I-129 (H1B)																																		
I-130	X				X	X																												
I-140	X				X	X																												
I-360	X				X	X																												
I-485 EB	X				X	X																												
I-212	X				X	X																												
I-589															X																			
I-612	X				X	X																												
I-751																																		
I-817	X				X	X																												
I-821/I-765	X				X	X																												
N-400	X									X																	X							
I-129F	X				X	X					X																X							
I-914	X				X	X																												
CRA89	X																																	

Attachment 7.6 – Data Entry Applications and Petitions Fields

Data Entry Fields for Applications and Petitions by Form Type and Tier

Tier 1 Forms	Average Fields
I-131 Photo Scan	1
I-907	4
Fingerprint Fee	7
I-407	8
AR-11	10
I-485 (EOIR)	10
I-589 (EOIR)	10
I-881	10
I-512L	11
I-730	13
I-89 & I-181	13
I-89 & I-485	13
I-89 & I-687	13
I-89 & I-751	13
I-89 & I-765	13
I-89 & I-817	13
I-89 & I-90	13
I-89 & IV (OS-551A)	13
SNAP Scheduling	14
I-192	14
I-212	15
G-28	15
N-470	15
N-600	15
N-600K	15

I-601	16
I-612/USIA	16
I-905	16
N-565	16
FD-258	17
I-865	19
I-290B	21
I-589	22
I-687	22
I-864	23
I-129F	24
I-129S	24
I-690	24
I-694	24
I-698	24
I-914A	24

Tier 2 Forms	Average Fields
I-821	26
I-181 Copy 3	28
I-526	29
Motions	29
N-644	30
CR-189	32
I-129	32
EOIR-29	33
I-131	33
OS-551A/DS-230	33
I-817	34
I-360	35
I-102	36
I-539	36
I-130	40
I-90	40
I-140	41
I-829	44
I-751 (MFAS)	43
I-765	46
I-765 Auto Adj	46

Tier 3 Forms	Average Fields
I-485	51
I-824	54
I-824 Auto Adj	54
I-914	59

Tier 4 Forms	Average Fields
N-400	100

7.7. Policies and Procedures (on CD-Available upon request)

USCIS Policies and Procedures

USCIS Policies and Procedures are either published in Executive Department publications or USCIS documents. These publications and documents will be provided in electronic form upon request.

The following categories of information will be provided:

- Automated Systems Documentation
- Department of Homeland Security Manuals
- USCIS policies and procedures

The following documents and publications can be found on the Internet as shown:

- Executive Order 12958 – Classified National Security Information National Industrial Security Program Operating Manual (see <http://www.dss.mil/files/pdf/nispom2006-5220.pdf>).
- Privacy Act of 1974
 - 5 USC 552a (see <http://www.usdoj.gov/oip/privstat.htm>)
 - 8 CFR 103.20 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
 - 28 CFR 16.40 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
- Treasury Finance Manual (TFM) Volume 1 Part 5 (see <http://www.fms.treas.gov/tfm>)
 - Chapter 2000, Checks and Cash Received Collections
 - Chapter 8000, Cash Management

SECTION D - PACKAGING AND MARKING

D.1 Reports and Deliverables

Reports and deliverables provided under this contract shall be clearly marked as the work product of the Contractor. They shall be bound in standard commercial format and shall be marked with the applicable contract number (and task order number, if applicable), and delivered to the Contracting Officer's Technical Representative (COTR) and Contracting Officer (CO).

SECTION E - INSPECTION AND ACCEPTANCE

E.1 52.252-2 Clauses Incorporated by Reference FEB 1998

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: www.arnet.gov/far

52.246-4 Inspection of Services - Fixed Price AUG 1996
52.246-5 Inspection of Services - Cost Reimbursement APR 1984

SECTION F - DELIVERIES OR PERFORMANCE**F.1 52.252-2 Clauses Incorporated by Reference FEB 1998**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: www.arnet.gov/far

52.242.15 Stop-Work Order and Alternate I AUG 1989 APR 1984**F.2 Contract Performance Period**

The contract period of performance shall commence on date of commencement specified in the Contracting Officer's Notice to Proceed directive and continue for 12 months thereafter. In addition, this contract includes two 1-year options to extend the term of performance. The period of performance for any particular task order shall be established in the order itself. A start-up period of up to 60 days will be allowed to hire staff, obtain satisfactory personnel employment suitability clearances, train staff and become ready to take over full contract performance. The start-up period precedes the performance period.

F.3 Deliverables

Deliverables shall be provided in accordance with Section C, Performance Work Statement, Paragraph 6.0.

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Contract Administration

Contracting Office

Department of Homeland Security (DHS)
U.S. Citizenship & Immigration Services (USCIS)
USCIS Contracting Office
70 Kimball Avenue
So. Burlington, VT 05403
Phone: (802) 872-4102/4111
Fax: (802) 951-6455

G.2 Funding and Appropriation Data

Funding and appropriation data for individual task orders issued under this contract will be specified on each individual task order.

G.3 Invoice Requirements

(a) Task orders shall be invoiced on a monthly basis. The invoice shall be sent in duplicate to the COTR and the Contracting Officer. The COTR will review and sign indicating services received. The COTR will mail/fax the invoice to the Contracting Officer who will in turn review and certify the invoice for payment. The COTR will then forward the invoice to the Dallas Finance Center for payment. The payment office address is as follows:

Dallas Finance Center
PO Box 561547
Dallas, TX 75356-1547

(b) To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- (1) Name and address of the Contractor;
- (2) Invoice date and number;
- (3) Contract number, contract line item number and, if applicable, the order number;
- (4) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (5) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;

- (6) Terms of any discount for prompt payment offered;
 - (7) Name and address of official to whom payment is to be sent;
 - (8) Name, title, and phone number of person to be notified in event of defective invoice; and
 - (9) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.
 - (10) Electronic funds transfer (EFT) banking information.
 - (A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.
 - (B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.
 - (C) EFT banking information is not required if the Government waived the requirement to pay by EFT.
- (c) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR 1315.
- (d) Format for the invoice back-up information:
- Invoices shall be submitted separately for each service center, by calendar month. The four elements reimbursable on each invoice are:
 - (1) Mail Operations Support
 - (2) Data Collection Support
 - (3) Fee Collection
 - (4) File Operations Support
 - Invoices for award fee will be submitted on a separate invoice within 30 days after award fee has been awarded via formal modification.
 - Mail Operations: the contractor shall maintain a count, by service center, of completed mail operations. These counts shall be subject to Government verification. The invoice section for mail operations should include a breakdown of the following subtotals:
 - (1) Incoming mail, regular handling
 - (2) Incoming mail, special handling
 - (3) Administrative mail
 - (4) Other mail - case related
 - (5) Outgoing mail - regular handling
 - (6) Outgoing mail - special handling

- File Operations: The contractor shall identify all costs for reimbursement. This is subject to government verification.

G.4 Task Orders, Modifications, Change Orders, Deviations

(a) The contractor shall be authorized to commence task order performance only following issuance of a written task order. The individuals authorized to issue orders under this contract are identified as USCIS Contracting Office-Contracting Officers.

(b) The Contracting Officer retains the sole right to issue modifications and change orders. In no event shall any understanding or agreement, contract modification, change order, or other matter in deviation from the terms of this contract between the Contractor and a person other than the Contracting Office be effective or binding upon USCIS. All such actions must be formalized by a proper contractual document executed by the Contracting Officer.

(c) The Contracting Officer may issue orders by mail, facsimile or by electronic commerce methods.

G.5 Final Payment

As a condition precedent to final payment, a release discharging the Government, its officers, agents and employees of and from all liabilities, obligations, and claims arising out or under this contract shall be completed. A release of claims will be forwarded to the contractor at the end of each performance period for contractor completion as soon thereafter as practicable.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 Small Business Subcontracting Plan

A Small Business Subcontracting Plan is required in accordance with 52.219-9 and must be submitted with the proposal by any business other than a small business. The negotiated plan will be incorporated into the contract upon award.

H.2 Subcontracting to Small Businesses

The Contractor agrees, if Contractor is other than a small business concern, to subcontract a minimum of thirty percent (30%) of the value of the contract to small business concerns.

H.3 Department of Labor Wage Determination

The Service Contract Act (SCA) applies to this contract. A list of the current Department of Labor wage determinations can be found at Section J, Attachment 4. Wage determinations are hereby incorporated into and made a part of this contract.

H.4 Insurance

The Contractor shall procure and maintain adequate insurance at the Contractor's expense during the term of this contract, and any extensions. Before starting work under this contract, the Contractor shall provide to the Contracting Officer evidence in the form of certificates of insurance as evidence of the existence of insurance coverage in amounts not less than the minimum amounts specified by FAR 28.307-2(a), (b), & (c).

H.5 Evaluation of Performance for Contractor Performance Reports

(a) Past performance information is relevant information regarding a Contractor's actions and conduct on previously awarded contracts. It includes such things as a Contractor's ability to conform to contract requirements and specifications, adherence to contract schedules, quality performance, cost control, reasonable and cooperative behavior, and commitment to customer satisfaction.

(b) For active contracts which exceed the Simplified Acquisition Threshold, the Federal Acquisition Regulation (FAR) 42.1502 requires federal agencies to prepare Contractor performance evaluations (report cards). Report cards are completed and forwarded to the Contractor for review within thirty (30) calendar days from the time the work under the contract is completed for each contract year. Interim evaluations by the Contracting Officer may be completed as necessary. The Contractor has thirty (30) days to reply with comments, rebutting statements, or additional information that will be made part of the official record. Performance evaluation reports will be available to Government

contracting personnel for their use in making responsibility determinations and source selection purposes on future contract actions.

H.6 Representations, Certifications and Other Statements of Offerors

Section K Representations, Certifications and Other Statements of Offerors is incorporated by reference into the awarded contract with the same force and effect as if they were included in full text.

H.7 Contractor's Proposal

The Contractor's proposal is incorporated by reference into the awarded contract.

H.8 Award Fee Plan

The Award Fee Plan is attached to Section J of the contract and is made a part of and incorporated into the contract. Award Fee is only applicable to File Operations and IBIS Alias Search (CLINs 0004AA & 0004AB), if exercised, and associated option CLINs.

H.9 Small Disadvantaged Business Participation Targets

The solicitation for this contract contained a Small Disadvantaged Business (SDB) Participation evaluation sub-factor. In accordance with FAR 19.1202-4, the proposed NAICS Industry Sub-sector targets are incorporated into this contract as shown below. SDB Participation Program—Disadvantaged Status and Reporting as required by FAR 52.219-25 shall be accomplished on an annual basis.

(b)(4)

	Targeted NAICS Sub-sector	Targeted Dollars	Percent of Targeted Dollars to Total Contract Value
Base Year			
Option Year One			
Option Year Two			

SECTION I - CONTRACT CLAUSES**I.1 52.252-2 Clauses Incorporated by Reference FEB 1998**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses: www.arinet.gov/far

52.202-1	Definitions	JUL 2004
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-6	Restrictions on Subcontractor Sales to the Govt	SEP 2006
52.203-7	Anti-Kickback Procedures	JUL 1995
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity	JAN 1997
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	SEP 2005
52.204-2	Security Requirements	AUG 1996
52.204-4	Printed or Copied Double-Sided on Recycled Paper	AUG 2000
52.204-7	Central Contractor Registration	JUL 2006
52.204-9	Personal Identity Verification of Contractor Personnel	NOV 2006
52.209-6	Protecting the Governments Interest When Subcontracting with Contractors Debarred, Suspended or Proposed for Debarment	SEP 2006
52.215-2	Audit and Records--Negotiation	JUN 1999
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-14	Integrity of Unit Prices	OCT 1997
52.216-7	Allowable Cost and Payment	DEC 2002
52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns	JUL 2005
52.219-8	Utilization of Small Business Concerns	MAY 2004
52.219-9	Small Business Subcontracting Plan	SEP 2006
52.219-16	Liquidated Damages - Subcontracting Plan	JAN 1999
52.219-25	Small Disadvantaged Business Participation Program - Disadvantaged Status and Reporting	OCT 1999
52.222-2	Payment of Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-4	Contract Work Hours and Safety Standards Act - Overtime Compensation	JUL 2005
52.222-21	Prohibition of Segregated Facilities	FEB 1999

52.222-26	Equal Opportunity	MAR 2007
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and other Eligible Veterans	SEP 2006
52.222-36	Affirmative Action for Workers with Disabilities	JUN 1998
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and other Eligible Veterans	SEP 2006
52.222-41	Service Contract Act of 1965, as Amended	JUL 2005
52.222-43	Fair Labor Standards Act and Service Contract Act - Price Adjustment (Multiple Year and Option Contracts)	NOV 2006
52.222-50	Combating Trafficking in Persons	APR 2006
52.223-5	Pollution Prevention and Right-to-Know Information	AUG 2003
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	AUG 2000
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	FEB 2006
52.227-1	Authorization and Consent	JUL 1995
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	AUG 1996
52.227-3	Patent Indemnity	APR 1984
52.228-5	Insurance - Work on a Government Installation	JAN 1997
52.228-7	Insurance - Liability to Third Persons	MAR 1996
52.229-3	Federal, State, and Local Taxes	APR 2003
52.230-2	Cost Accounting Standards	APR 1998
52.230-3	Disclosure and Consistency of Cost Accounting Practices	APR 1998
52.230-4	Consistency in Cost Accounting Practices	AUG 1992
52.230-6	Administration of Cost Accounting Standards	APR 2005
52.232-1	Payments	APR 1984
52.232-8	Discounts for Prompt Payment	FEB 2002
52.232-9	Limitation on Withholding of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-17	Interest	JUN 1996
52.232-18	Availability of Funds	APR 1984
52.232-20	Limitation of Cost	APR 1984
52.232-23	Assignment of Claims	JAN 1986
52.232-25	Prompt Payment Alternate I	OCT 2003 FEB 2002

52.232-33	Payment by Electronic Funds Transfer - Central Contractor Registration	OCT 2003
52.233-1	Disputes	JUL 2002
52.233-3	Protest After Award Alternate I	AUG 1996 JUN 1985
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.237-2	Protection of Government Buildings, Equipment and Vegetation	APR 1984
52.237-3	Continuity of Services	JAN 1991
52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-3	Penalties for Unallowable Costs	MAY 2001
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes - Fixed Price	AUG 1987
52.243-2	Changes - Cost Reimbursement Alternate II	AUG 1987 APR 1984
52.243-7	Notification of Changes	APR 1984
52.244-2	Subcontracts and Alternate I	JUN 2007 JUN 2007
52.244-5	Competition in Subcontracting	DEC 1996
52.244-6	Subcontracts for Commercial Items	MAR 2007
52.245-1	Property Records	JUN 2007
52.245-2	Government Property (Fixed-Price Contracts)	JUN 2007
52.246-25	Limitation of Liability - Services	FEB 1997
52.248-1	Value Engineering	FEB 2000
52.249-2	Termination for Convenience of the Government (Fixed Price)	MAY 2004
52.249-6	Termination (Cost Reimbursement)	MAY 2004
52.249-8	Default (Fixed-Price Supply and Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 1984
52.253-1	Computer Generated Forms	JAN 1991

I.2. FAR Clauses in Full Text

FAR 52.216-18 Ordering OCT 1995

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the date of contract award through the expiration date of the base year, and for the option year timeframes stated in Section B during the option years.

(b) All delivery orders or task orders are subject to the terms and conditions of

this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

FAR 52.216-19

Order Limitations

OCT 1995

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$500,000, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum Order. The Contractor is not obligated to honor-

(1) Any order for a single item in excess of \$50,000,000.

(2) Any order for a combination of items in excess of \$50,000,000.

(3) A series of orders from the same ordering office within 15 days that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within ten (10) days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

52.216-22

Indefinite Quantity

OCT 1995

(a) This is an indefinite-quantity contract for the supplies or services specified and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after four months following the expiration of the contract term.

52.217-8 Option to Extend Services NOV 1999

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days.

52.217-9 Option to Extend the Term of the Contract MAR 2000

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days prior to the expiration of the contract term; provided, that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 36 months.

52.222-42 Statement of Equivalent Rates for Federal Hires MAY 1989

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE
DETERMINATION

<u>Employee class</u>	<u>Monetary wage - Fringe Benefits</u>	
Key Entry Operator (Supervisory) - GS-326-6		
Dallas TX	\$17.23	36.45%
Laguna Niguel CA	\$18.23	36.45%
St. Albans VT & Lincoln NB	\$16.66	36.45%
Key Entry Operator - GS-326-4		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
Mail/File Clerk (Supervisory) - GS-305-6		
Dallas TX	\$17.23	36.45%
Laguna Niguel CA	\$18.23	36.45%
St. Albans VT & Lincoln NB	\$16.66	36.45%
Mail/File Clerk - GS-305-4		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
Secretary - GS-318-5		
Dallas TX	\$15.46	36.45%
Laguna Niguel CA	\$16.36	36.45%
St. Albans VT & Lincoln NB	\$14.94	36.45%
Driver/Messenger - GS-305-4		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
Quality Control Inspector (Supervisory) - GS-343-11		
Dallas TX	\$28.34	36.45%
Laguna Niguel CA	\$29.99	36.45%
St. Albans VT & Lincoln NB	\$27.39	36.45%
Quality Control Inspector - GS-343-9		
Dallas TX	\$23.42	36.45%
Laguna Niguel CA	\$24.79	36.45%
St. Albans VT & Lincoln NB	\$22.64	36.45%

52.252-4 Alterations in Contract APR 1984

Portions of this contract are altered as follows: None.
(End of Clause)

52.252-6 Authorized Deviations in Clauses APR 1984

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(Deviation)" after the date of this clause.

(b) The use in this solicitation or contract of any Department of Homeland Security Acquisition Regulation (HSAR) (CFR 48, Chapter 30) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of Clause)

I.3 Homeland Security Acquisition Regulations (HSAR) clauses and provisions incorporated by reference.

3052.219-70 Small Business Subcontracting Reporting JUN 2006
3052.242-71 Dissemination of Contract Information DEC 2003

I.4 Homeland Security Acquisition Regulations (HSAR) clauses and provisions in full text:

3052.209-70 Prohibition on Contracts With Corporate Expatriates JUN 2006

(a) Prohibitions.

Section 835 of the Homeland Security Act, 6 U.S.C. 395, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity which is treated as an inverted domestic corporation as defined in this clause, or with any subsidiary of such an entity. The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of national security.

(b) Definitions. As used in this clause:

Expanded Affiliated Group means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting 'more than 50 percent' for 'at least 80 percent' each place it appears.

Foreign Incorporated Entity means any entity which is, or but for subsection (b) of Section 835 of the Homeland Security Act, 6 U.S.C. 395, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

Inverted Domestic Corporation. A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)—

(1) The entity completes the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;

(2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held—

(i) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or

(ii) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and

(3) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

Person, domestic, and foreign have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

(1) *Certain Stock Disregarded.* For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

(i) stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or

(ii) stock of such entity which is sold in a public offering related to the acquisition described in subsection (b)(1) of Section 835 of the Homeland Security Act, 6 U.S.C. 395(b)(1).

(2) *Plan Deemed In Certain Cases.* If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4-year period beginning on the date which is 2 years before the ownership

requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

(3) *Certain Transfers Disregarded.* The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) *Special Rule For Related Partnerships.* For purposes of applying Section 835(b) of the Homeland Security Act, 6 U.S.C. 395(b) to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

(e) Treatment of Certain Rights.

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows:

- (i) warrants;
- (ii) options;
- (iii) contracts to acquire stock;
- (iv) convertible debt instruments; and
- (v) others similar interests.

(2) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of Section 835.

(f) *Disclosure.* The offeror under this solicitation represents that [Check one]:

it is not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73;

it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it has submitted a request for waiver pursuant to 3009.104-74, which has not been denied; or

it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it plans to submit a request for waiver pursuant to 3009.104-74.

(g) A copy of the approved waiver, if a waiver has already been granted, or the waiver request, if a waiver has been applied for, shall be attached to the bid or proposal.

(End of provision)

3052.215-70 Key Personnel or Facilities**DEC 2003**

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel or Facilities under this Contract:

(Contractor to specify key personnel and positions in their proposal)

3052.216-71 Determination of Award Fee**DEC 2003**

(a) The Government shall evaluate contractor performance at the end of each specified evaluation period(s) to determine the amount of award. The contractor agrees that the amount of award and the award fee methodology are unilateral decisions to be made at the sole discretion of the Government.

(b) Contractor performance shall be evaluated according to a Performance Evaluation Plan. The contractor shall be periodically informed of the quality of its performance and areas in which improvements are expected.

(c) The contractor shall be promptly advised, in writing, of the determination and reasons why the award fee was or was not earned. The contractor may submit a performance self-evaluation for each evaluation period. The amount of award is at the sole discretion of the Government but any self-evaluation received within 5 days after the end of the current evaluation period will be given such consideration, as may be deemed appropriate by the Government.

(d) The Government may specify that a fee not earned during a given evaluation period may be accumulated and be available for allocation to one or more subsequent periods. In that event, the distribution of award fee shall be adjusted to reflect such allocations.

(End of clause)

3052.216-72 Performance Evaluation Plan

DEC 2003

(a) A performance Evaluation Plan shall be unilaterally established by the Government based on the criteria stated in the contract and used for the determination of award fee. This plan shall include the criteria used to evaluate each area and the percentage of award fee (if any) available for each area. A copy of the plan shall be provided to the contractor 15 calendar days prior to the start of the first evaluation period.

(b) The criteria contained within the Performance Evaluation Plan may relate to: (1) Technical (including schedule) requirements if appropriate; (2) Management; and (3) Cost.

(c) The Performance Evaluation Plan may, consistent with the contract, be revised unilaterally by the Government at any time during the period of performance. Notification of such changes shall be provided to the contractor 15 calendar days prior to the start of the evaluation period to which the change will apply.

(End of clause)

3052.216-73 Distribution of Award Fee

DEC 2003

(a) The total amount of award fee available under this contract is assigned according to the following evaluation periods and amounts:

Evaluation Period: At the end of a six month period.

Available Award Fee: See Award Fee Plan

(b) Payment of the base fee and award fee shall be made, provided that after payment of 85 percent of the base fee and potential award fee, the Government may withhold further payment of the base fee and award fee until a reserve is set aside in an amount that the Government considers necessary to protect its interest. This reserve shall not exceed 15 percent of the total base fee and potential award fee or \$100,000, whichever is less.

(c) In the event of contract termination, either in whole or in part, the amount of award fee available shall represent a pro rata distribution associated with evaluation period activities or events as determined by the Government.

(d) The Government will promptly make payment of any award fee upon the submission by the contractor to the contracting officer's authorized representative, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without using a contract modification.

(End of clause)

3052.242-72 Contracting Officer's Technical Representative

DEC 2003

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the contract.

(b) The Contracting Officer cannot authorize the COTR or any other representative to sign documents such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

(End of clause)

SECTION J - LIST OF ATTACHMENTS

Attachment 1 - Contract Security Classification Specification (DD254)

Attachment 2 - Award Fee Plan

Attachment 3 - Data Item Descriptions:

DI-MGMT-81334A - Contract Work Breakdown Structure

DI-MGMT-81467 - Cost /Schedule Status Report (C/SSR)

DI-MGMT-81468 - Contract Funds Status Report (CFSR)

Attachment 4 - List of Department of Labor Wage Determinations

Attachment 5 - Small Business Subcontracting Plan

DEPARTMENT OF DEFENSE				1. CLEARANCE AND SAFEGUARDING			
CONTRACT SECURITY CLASSIFICATION SPECIFICATION				a. FACILITY CLEARANCE REQUIRED			
<i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				SECRET			
				b. LEVEL OF SAFEGUARDING REQUIRED			
				NONE			
2. THIS SPECIFICATION IS FOR: (X and complete as applicable)				3. THIS SPECIFICATION IS: (X and complete as applicable)			
X	a. PRIME CONTRACT NUMBER HSSCCG-07-D-00006			<input type="checkbox"/>	a. ORIGINAL (Complete date in all cases)		Date (YYYYMMDD) 20061122
<input type="checkbox"/>	b. SUBCONTRACT NUMBER			X	b. REVISED (Supersedes all previous specs)		Revision No. IA Date (YYYYMMDD) 20070918
X	c. SOLICITATION OR OTHER NUMBER= HSSCCG-07-R-00002		Due Date (YYYYMMDD)	<input type="checkbox"/>	c. FINAL (Complete item 5 in all cases)		Date (YYYYMMDD)
4. IS THIS A FOLLOW-ON CONTRACT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under <u>None</u> (Preceding Contract Number) is transferred to this follow-on contract.							
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In Response to the contractor's request dated _____, retention of the identified classified material is authorized for the period of _____							
6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)							
a. NAME, ADDRESS, AND ZIP CODE SI International, Inc. 12012 Sunset Hills Road Reston, VA 20190				B. CAGE CODE INLU0		C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) Defense Security Service, Northern Virginia Field Office 14428 Albemarle Point Place, Suite 140 Chantilly, VA 20151-1678	
7. SUBCONTRACTOR							
a. NAME, ADDRESS, AND ZIP CODE				B. CAGE CODE		C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
8. ACTUAL PERFORMANCE							
a. NAME, ADDRESS, AND ZIP CODE USCIS SERVICE CENTERS (LINCOLN, NE & DALLAS, TX)				B. CAGE CODE		C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
9. GENERAL IDENTIFICATION OF THE PROCUREMENT (U) PROVIDE ADMINISTRATIVE AND TECHNICAL FUNCTIONS IN SUPPORT OF RECORDS MANAGEMENT FOR USCIS SERVICE CENTER OPERATIONS.							
10. THIS CONTRACT WILL REQUIRE ACCESS TO:				11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:			
	YES	NO		YES	NO		
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION		X		a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	X		
b. RESTRICTED DATA		X		b. RECEIVE CLASSIFIED DOCUMENTS ONLY			X
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION		X		c. RECEIVE AND GENERATE CLASSIFIED MATERIAL			X
d. FORMERLY RESTRICTED DATA		X		d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE			X
e. INTELLIGENCE INFORMATION:		X		e. PERFORM SERVICES ONLY	X		
(1) Sensitive Compartmented Information (SCI)		X		f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES			X
(2) Non-SCI		X		g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER			X
f. SPECIAL ACCESS INFORMATION		X		h. REQUIRE A COMSEC ACCOUNT			X
g. NATO INFORMATION		X		i. HAVE TEMPEST REQUIREMENTS			X
h. FOREIGN GOVERNMENT INFORMATION		X		j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS			X
i. LIMITED DISSEMINATION INFORMATION		X		k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE			X
j. FOR OFFICIAL USE ONLY INFORMATION	X			l. OTHER (Specify) See Block #13.			X
k. OTHER (Specify)		X					

12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

Direct
 Through (Specify): **NONE AUTHORIZED**

UNLESS CONTRACTOR HAS OBTAINED AUTHORITY TO RELEASE FROM THE DEPARTMENT OF HOMELAND SECURITY; CONTRACTOR SHALL COORDINATE WITH THE COTR AND THE OFFICE OF SECURITY (ASD) ON ALL CHANGES TO THIS GUIDANCE. PRIOR TO RELEASE OF ANY INFORMATION. CONTACT 202-772-5073.

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review. In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. Security Guidance. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes: to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

Reference Item 8a: USCIS Service Centers: Nebraska Service Center (NSC), Lincoln, NE and Texas Service Center (TSC), Dallas, TX.

Reference Item 10j: "Contractors shall control and safeguard FOUO in accordance with DHS Directive (MD 11042.1) "Safeguarding Sensitive but Unclassified (For Official Use Only) Information," dated Jan 6, 2005. DHS contractors must sign a special Non-Disclosure Agreement before receiving access to FOUO information. Contractors with questions on handling DHS FOUO shall contact DHS OS ASD at (202) 447-5341."

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements identify the pertinent contracted clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)
FAR 52.204-2

<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	-----	--------------------------	----

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use item 13 if additional space is needed.)

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
--------------------------	-----	-------------------------------------	----

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL NED R. ROSS	b. TITLE Contracting Officer	c. TELEPHONE (Include Area Code) (802) 372-4111
--	--	---

d. ADDRESS (Include Zip Code)
**DHS/U. S. Citizenship & Immigration Services (USCIS)
70 Kimball Avenue
So. Burlington, VT 05403**

e. SIGNATURE


17. REQUIRED DISTRIBUTION

<input checked="" type="checkbox"/>	a. CONTRACTOR
<input type="checkbox"/>	b. SUBCONTRACTOR
<input checked="" type="checkbox"/>	c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR
<input type="checkbox"/>	d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION
<input checked="" type="checkbox"/>	e. ADMINISTRATIVE CONTRACTING OFFICER
<input checked="" type="checkbox"/>	f. OTHERS AS NECESSARY

DD FORM 254 CONTINUATION:
CONTRACT NUMBER: HSSCCG-07-D-00006
SI International, Inc.
CAGE: 1NLU0

Reference Item 11a: Contract performance is restricted to Nebraska Service Center (NSC), Lincoln, NE and Texas Service Center (TSC), Dallas, TX. Cleared personnel are required to perform this service. All contractor personnel must: be U.S. citizens, have been granted a final security clearance by the U.S. Government (**Interim Top Secret clearances are not accepted by DHS**), have been approved as meeting criteria by DHS CSO, and have been indoctrinated by a Non Disclosure Agreement, Standard Form 312 for this specific program prior to being given any access to such information released or generated under this contract. Immigrant aliens, personnel cleared on an interim basis, or personnel holding contractor granted CONFIDENTIAL clearances, are not eligible for access to classified information released or generated under this contract. Classified material released or generated under this contract is not releasable to foreign nationals without the expressed written permission of the CSO. Recipients of classified information under this contract may not be released to subcontractors without permission of the DHS CSO. The contractor and COR will revalidate all billets under this contract with the CSO annually or when a revised DD Form 254 is issued, whichever is sooner."

Reference Item 11e: Perform Services Only: Contract is for performance of all tasks necessary for, or incidental to the receipt, processing and delivery of incoming and outgoing mail for all components in the two referenced Service Centers. All classified information received or generated under this contract is the property of the US Government. At the termination or expiration of this contract, the U.S. Government will be contacted for proper disposition instructions. The contractor is involved in courier services of classified, which require protection in accordance with Executive Order 12958, Classified National Security Information as amended and implementing directives as issued by the Department of Homeland Security. Contractor shall ensure that only cleared employees are designated to transmit classified material to its destination. The classified material shall remain in the personal possession of the courier at all times. All couriers designated by the contractor shall receive a DHS Courier briefing by their FSO and issued a Courier Card. Questions concerning DHS Courier Briefing, contractor FSO must contact DHS ASD at (202) 447-5344. Contractor shall maintain a record that reflects: (a) The date of the material; (b) The date of receipt or dispatch; (c) The classification; (d) An unclassified description of the material; and (e) The identity of the activity from which the material was received or to which the material was dispatched. Receipt and dispatch records shall be retained for 2 years. The transmittal of SECRET information shall be covered by a continuous receipt system both within and outside facilities.

ATTACHMENT 2

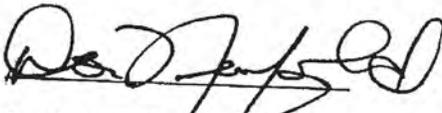
**U. S. CITIZENSHIP AND IMMIGRATION SERVICES
SERVICE CENTER OPERATIONS**

**AWARD FEE PLAN FOR SERVICE CENTER
OPERATIONS SUPPORT SERVICES**



Contract Number: HSSCCG-07-D-00006

APPROVED:


Fee-Determining Official

SEP 13 2007

Date

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1. INTRODUCTION

This award fee plan provides the basis for evaluation of the Contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO) for work performed in File Operations of the Service Center Operations Support Services contract. This award fee plan and the award fee are applicable only to work performed in the File Operations task (CLIN 0004 and associated option year CLINs. If the option for IBIS Alias Search is exercised, performance under that sub-CLIN will also be evaluated under this plan). The plan describes specific criteria and procedures used to assess the contractor's performance. Actual award fee determinations and the methodology for determining award fee are unilateral decisions made solely at the discretion of the Government. The FDO decisions concerning amount of award fee earned are not subject to the Disputes clause of the contract.

The base fee is \$0. The award fee pool available for each evaluation period is at Annex 2 of this plan. The duration of each award fee evaluation period is six (6) months. Rollover of any unearned award fee into the next period generally will not be considered. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the Contracting Officer, in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties. Unless the CO gives the contractor specific written notice of any changes to evaluation areas at least 15 days prior to the start of a new evaluation period, the same evaluation criteria and weights listed for the preceding period will be used in subsequent periods.

2. ORGANIZATION

The award fee organization consists of the Fee Determining Official (FDO); an Award-Fee Review Board (AFRB) which consists of a Chairperson, the CO, a recorder, and other functional area participants each familiar with the Contractor's performance. The FDO, AFRB members and performance monitors are shown in Annex 1 of this plan. There shall be one AFRB for the two contracts for Service Center Operations Support Services; however, separate award fee determinations will be made for each contract by the FDO.

3. RESPONSIBILITIES

a. **Fee Determining Official (FDO):** The FDO approves the award fee plan and any significant changes. AFRB members are approved by the FDO. The FDO reviews the recommendation(s) of the AFRB, considers all pertinent data, and determines the earned award fee amount for each evaluation period.

b. **Award Fee Review Board (AFRB):** AFRB members review performance monitors' (Contractor Performance Analysis Unit (CPAU) records and evaluations of the

Contractor's performance, consider other information from all pertinent sources such as the Contractor's self assessment and contractor generated reports. The AFRB reviews the information and prepares interim and final performance assessment reports. The AFRB provides the FDO with a report summarizing performance and a recommendation of the earned award fee amount and the rationale for the recommended amount.

The AFRB will prepare an interim report covering contractor performance approximately midway through the evaluation period to enable an exchange of information on contractor performance and corrective actions. A copy of this interim report will also be provided to the FDO. The AFRB may recommend changes to this plan at any time; however, from a timing perspective, discussion of any contemplated plan changes would be appropriate in the interim evaluation report.

c. **AFRB Recorder:** The AFRB recorder is responsible for coordinating the administrative actions required by the AFRB and the FDO, including: 1) receipt, processing and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; and 3) accomplishing other actions required to ensure the smooth operation of the award fee determination process.

d. **Contracting Officer (CO):** The CO is the liaison between Contractor and Government personnel, advises the AFRB on contractual matters, and participates as a member of the AFRB. All correspondence between the Government and the Contractor concerning award fee will be provided to the contractor via the CO. Likewise, all correspondence from the contractor to the Government will be addressed to the CO.

e. **Performance Monitors:** Performance monitors maintain written records of the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). Performance monitors provide information to the AFRB through their normal monthly reporting to the Headquarters Contracting Officer's Technical Representative (HQ COTR), through summary reports described below for both interim and end of period evaluations and through briefings and presentations as requested by the AFRB. The summary reports to the AFRB will include: a summary of the overall Contractor performance in the File Operations support area, summary information on the problem areas and areas of performance excellence, performance information on all file operations performance requirements as listed in the Performance Requirements Summary (PRS). Performance monitors are not voting members of the AFRB.

f. **Advisers:** Advisers to the AFRB may be appointed as necessary by the FDO.

4. AWARD FEE PROCESSES

- a. **Available Award Fee Amount:** The available award fee for each evaluation period is shown in Annex 2. The award fee earned will be paid based on the FDO's determination of contractor's performance of File Operations (CLIN 0004 and associated options) during each evaluation period.

- b. **Performance Evaluation Plan:** If the CO does not give specific notice in writing to the contractor of any change to the performance evaluation plan prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award fee evaluation period. Any changes to performance evaluation plan will be made by revising Annex 3 and notifying the contractor.
- c. **Interim Evaluation Process:** The AFRB Recorder notifies each AFRB member and Performance Monitor 15 calendar days before the midpoint of the evaluation period. Performance Monitors submit their evaluation reports to the AFRB 10 calendar days after this notification. The AFRB determines the interim evaluation results and notifies the contractor, via the CO, of the strengths and weaknesses for the current evaluation period. The CO may also issue letters at any other time when it is deemed necessary to highlight areas of Government concern.
- d. **End-of-Period Evaluations:** The AFRB Recorder notifies each AFRB member and performance monitors 15 calendar days before the end of the evaluation period. Performance monitors submit their evaluation reports to the AFRB five calendar days after the end of the evaluation period. The AFRB prepares its evaluation report and recommendation of earned award fee to the FDO. The AFRB will normally brief the evaluation report and recommendation to the FDO. At this time, the AFRB may also recommend any significant changes to the award fee plan for the FDO's approval. The FDO determines the overall earned award fee amount for the evaluation period within 30 calendar days after each evaluation period. The FDO shall execute a letter informing the contractor of the earned award fee amount. The CO issues a contract modification, which includes the FDO letter, within 10 calendar days after the FDO's decision is made authorizing submission of invoice and payment of the earned award fee amount.
- e. **Contractor's Self-Assessment:** When the contractor chooses to submit a self-evaluation, it must be submitted to the CO within five working days after the end of the evaluation period. This written assessment of the contractor's performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFRB in evaluation of the contractor's performance. The contractor's self-assessment may not exceed 15 pages.

5. AWARD FEE PLAN CHANGE PROCEDURE

The AFRB Chairperson forwards all significant changes to the FDO for approval (i.e. changes to the award fee process, evaluation criteria and/or award fee calculation). The AFRB Chairperson approves any non-significant changes. After approval, the CO shall notify the Contractor in writing of any change(s). Changes shall be incorporated into the contract via formal contract modification. Unilateral changes may be made to the award fee plan if the Contractor is provided written notification by the Contracting Officer

before the start of the upcoming evaluation period. Changes effecting the current evaluation period must be by mutual agreement of both parties. The contractor may recommend changes to the CO at any time.

6. CONTRACT TERMINATION

If the contract is terminated for the convenience of the Government after the start of an award fee evaluation period, the award fee deemed earned for that period shall be determined by the FDO using the normal award fee evaluation process. After termination for convenience, the remaining award fee amounts allocated to all subsequent award fee evaluation periods cannot be earned by the Contractor and, therefore, shall not be paid.

Annex 1 – Award Fee Organization

Members

Fee-Determining Official: Associate Director, Domestic Operations

Award-Fee Review Board Chairperson: Chief, Service Center Operation Division
(SCO)

Award Fee Review Board Members:

Chief, SCO Records Management Branch
Contracting Officer
Recorder – HQ Contracting Officer’s Technical Representative (COTR)

Director, Vermont Service Center
Director, California Service Center
Director, Nebraska Service Center
Director, Texas Service Center

Performance Monitors

Nebraska Service Center COTR
Texas Service Center COTR

Annex 2 – Award Fee Allocation by Evaluation Periods

The award fee earned by the contractor will be determined at the completion of evaluation periods shown below. The percentage and dollars shown corresponding to each period is the maximum available award fee amount that can be earned during that particular period. Subsequent to the commencement of a period, changes may only be made by mutual agreement of the parties.

(b)(6)

Evaluation Period	From	To End of	Available Award Fee*
First	Notice to proceed	Month 6	
Second	Month 7	Month 12	
Third	Month 13	Month 18	
Fourth	Month 19	Month 24	
Fifth	Month 25	Month 30	
Sixth	Month 31	Month 36	
		Total:	

*Will be computed and expressed in dollars at conclusion of negotiations. If the option for IBIS Alias Search is exercised, the available award fee pool amounts will be adjusted accordingly to include Award Fee Pool for optional work.

Annex 3 - Performance Evaluation Plan

This performance evaluation plan is unilaterally established by the Government and is used for the determination of earned award fee. The award fee and this evaluation plan pertain **only to File Operations and its optional sub-CLIN for IBIS Alias Searches**. The plan identifies: a) three categories of performance that will be evaluated, b) the criteria used for the evaluation of each performance category, c) a description of the adjectival rating system used to rate each performance category, and d) the percentage of the award fee pool available for each performance category. The PWS requirements and standards for File Operations (CLIN 0004 and associated options) are found on pages A3-5 through A3-10 of this Performance Evaluation Plan as well as Part 4.5 of the PWS.

The three performance categories that will be evaluated and the percentage of the award fee pool available for each performance category are:

<u>Performance Category</u>	<u>Percent Available</u>
Technical Performance Quality Timeliness	50%
Program Management Problem Identification and Resolution Responsiveness to Government Business and Technical Management Requests Security	30%
Cost Management Controlling Costs at estimated cost line Cost/Schedule Status and Contract Funds Status Reporting	20%

Four adjectives will be used to rate the three performance categories: Excellent, Good, Satisfactory, and Unsatisfactory. The categories along with the standards for each adjectival rating are shown in the charts below:

An overall rating of "*Excellent*" would normally merit an award recommendation of 90-100% of the available award fee.

An overall rating of "*Good*" would normally merit an award recommendation of 80 - 89% of the available award fee.

An overall rating of "*Satisfactory*" would normally merit an award recommendation of 60 - 79% of the available award fee.

An overall "*Unsatisfactory*" rating will result in award of no award fee.

Technical Performance

Unsatisfactory	Satisfactory	Good	Excellent
<p>Contractor fails to meet criteria for Satisfactory Performance</p>	<p>Contractor meets quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements & Standards at Page A3-5 through A3-10). There may be occasional instances of quality or timeliness lapses, but such lapses are remedied and have no significant effect on mission accomplishment.</p>	<p>Contractor meets and frequently exceeds quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements & Standards at Page A.3-5 through A3-10). There may be infrequent instances of quality or timeliness lapses but such lapses are rapidly remedied and have no more than a minor effect on mission accomplishment.</p>	<p>Contractor consistently exceeds quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements & Standards at page A.3-5 through A3-10). There may be rare instances of quality or timeliness lapses but such lapses are immediately remedied and have negligible or no effect on mission accomplishment.</p>

Program Management

Unsatisfactory	Satisfactory	Good	Excellent
Contractor fails to meet criteria for Satisfactory Performance	Problems are identified by the contractor timely. Contractor provides sufficient information on alternate solutions. Solutions are implemented with limited adverse effect on mission accomplishment and cost.	Contractor frequently identifies potential problems prior to any adverse effect on cost or mission accomplishment. Contractor solutions are implemented with little or no adverse effect on mission accomplishment and cost.	Contractor consistently identifies and anticipates possible problems. Provides organized and detailed alternatives, plan of action and implementation schedule. Solutions are implemented with no negative effect on mission accomplishment or cost.
Contractor fails to meet criteria for Satisfactory Performance	Contractor establishes adequate communications with Government and responds to Government requests for management and business information in a timely manner.	Contractor establishes good communications with Government and responds to Government requests for management and business information in a timely manner.	Contractor establishes excellent communications with Government. Frequently anticipates Government requests for management and business information. Consistently responds before due dates for the requested information.
Contractor fails to meet criteria for Satisfactory Performance	Contractor implements employment screening process to limit employment eligibility rejects by USCIS.	Contractor implements employment screening process which results in very few employment eligibility rejects by USCIS.	Contractor implements employment screening process which results in no or negligible number of employment eligibility rejects by USCIS.

Cost Management

Unsatisfactory	Satisfactory	Good	Excellent
Contractor fails to meet criteria for Satisfactory Performance	Manages costs at the estimated cost line while providing required services. Occasional resource management problems.	Manages costs below the estimated cost line while providing required services. Only occasional minor resource management problems.	Reductions in cost to the Government below the estimated costs are noteworthy with no impairment in providing required services or mission accomplishment. No resource management problems.
Contractor fails to meet criteria for Satisfactory Performance	C/SSR and CFSR reporting is usually timely and usually accurate with few corrections or modifications required to reported information.	C/SSR and CFSR reporting is timely, usually accurate, and understandable. Forecasts of funds requirements and uses are usually reliable. Occasionally, minor corrections or modifications are required.	C/SSR and CFSR reporting is timely, accurate, and highly usable. Forecasts of funds requirements and uses are reliable. Minor corrections rarely required.

Performance Requirements & Standards (PWS Para 4.5)

**4.5 File Operations Support:
Performance Requirements**

Requirement	SOW Section	Quality Standard	Measurement
4.5.1 The contractor shall create files during file operations in accordance with USCIS policies and procedures.	4.5	All files for which an A-file or a receipt file is requested by USCIS has an A-file or a receipt file created no later than close of the next business day following request from USCIS. No duplicate A-file records are created.	Validated customer complaints Validated customer complaints
4.5.2 The contractor shall, at any time (including outside normal hours of operation), accurately identify, locate and retrieve files requested by the COTR, OSI, and/or FDU, in a timely manner, in accordance with USCIS policies and procedures.	4.5	All files are accurately identified, located and retrieved within four (4) hours, when requested by USCIS, or within the designated timeframe, when requested by the COTR.	Periodic observation
4.5.3 The contractor shall request files from external sources in accordance with USCIS policies and procedures.	4.5	Contractor makes all system file requests no later than close of the next business day following request from USCIS or awareness of the need.	Validated customer complaints
4.5.4 The contractor shall fulfill internal and external requests for files in a timely manner and in accordance with USCIS policies and procedures.	4.5	Contractor responds to 98% of requests, by correctly retrieving and delivering files no later than the close of the next business day (or within other designated timeframes) following request from USCIS.	Random sampling
4.5.5 During normal hours of operation, the Contractor shall fulfill customer requests for information located in Service Center files in the requested media	4.5	Contractor provides requested information to customer within four (4) normal operating hours.	Validated customer complaints
4.5.6 The contractor shall perform file sorts in accordance with USCIS policies and procedures.	4.5	All files are segregated, stored, and routed in accordance with USCIS policies and procedures.	Validated customer complaints
4.5.7 The contractor shall file and re-file records in a timely manner and	4.5	Unless otherwise directed by the COTR, all new applications	Periodic observation

Requirement	SOW Section	Quality Standard	Measurement
in accordance with USCIS policies and procedures.		and/or petitions are filed no later than close of the 2nd business day following data entry. Other incoming files and re-files are filed no later than close of the next business day following being received in the Service Center.	Periodic observation
4.5.8 The contractor shall update appropriate records in USCIS systems (e.g., Receipt and Alien File Accountability Control System (RAFACS), National File Tracking System (NFTS), and Central Index System (CIS), etc.) for files.	4.5	When files are moved all systems are correctly updated located in USCIS tracking systems. The contractor reconciles and resolves 99% of issues identified through system-generated reports in accordance with USCIS policies and procedures.	Periodic observation Random sampling
4.5.9 The contractor shall identify, consolidate, and merge all files related to a beneficiary of an application or petition and update all USCIS systems to accurately reflect the consolidation or merger in accordance with USCIS policies and procedures.	4.5	The contractor consolidates all files, to include system updates, no later than close of the third business day following being received in the Service Center or identified in the Service Center, and prior to file movement.	Validated customer complaints
4.5.10 The contractor shall create and maintain temporary holding areas within the Service Centers for files that are on hold pending further actions (i.e. receipt of payment, fingerprints, or evidence).	4.5	The contractor maintains a tracking tickler-filing process that accurately identifies the expiration of all files held in the temporary holding areas. The contractor moves temporary holdings to the next stage of the appropriate process when required.	Validated customer complaints Validated customer complaints
4.5.11 The contractor shall interfile and connect correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems in a timely manner and in accordance with USCIS policies and procedures.	4.5	All Requests for Evidence (RFE) is connected no later than close of the third business day following being received in the Service Center. All correspondence is interfiled no later than close of the fifth business day following being	Validated customer complaints Validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
		received in the Service Center. The contractor moves all files to the adjudicator no later than close of the next business day following the requested evidence being connected to the file.	Validated customer complaints
4.5.12 The contractor shall maintain files in accordance with USCIS policies and procedures.	4.5	All file maintenance is performed in accordance with USCIS policies and procedures.	Validated customer complaints
		All files are in suitable jackets at all times in accordance with USCIS policies and procedures.	Validated customer complaints
		All barcodes are readable at all times.	Validated customer complaints
4.5.13 The contractor shall electronically transfer in USCIS systems and physically ship files to the National Records Center (NRC), Harrisonburg File Storage Facility (HBG FSF), or other locations as directed in accordance with USCIS policies and procedures.	4.5	All files are properly prepared and shipped to the NRC, HBG FSF, or other locations as directed.	Periodic observation and validated customer complaints
4.5.14 The contractor shall perform system queries and searches and generate associated screen prints in a timely manner, in accordance with USCIS policies and procedures, and as directed by the COTR.	4.5	The contractor performs all system queries and searches, and generates all associated screen prints within the required timeframes.	Validated customer complaints
4.5.15 The contractor shall scan materials accurately.	4.5	The contractor makes all necessary adjustments to the system data that scanning equipment read incorrectly.	Periodic observation and validated customer complaints
		No scanned material is rejected due to contractor error.	Periodic observation and validated customer complaints
4.5.16 The contractor shall assemble e-Filed and Lockbox applications and/or petitions and other materials in accordance with the USCIS policies and procedures.	4.5	The contractor assembles all e-filed and lockbox Premium Processing forms no later than close of the same business day the application/petition is received.	Periodic observation and validated customer complaints
		The contractor assembles all	Periodic observation and validated customer

Requirement	SOW Section	Quality Standard	Measurement
		Lockbox and e-Filed non-Premium Processing forms no later than close of the next business day following receipt of the Lockbox or e-Filed application/petition.	complaints
4.5.17 The contractor shall verify the accuracy of manifests for e-File and Lockbox forms in accordance with USCIS policies and procedures.	4.5	The contractor verifies the accuracy of all the manifests of e-Filed and Lockbox forms in accordance with the USCIS policies and procedures.	Periodic observation and validated customer complaints
4.5.18 The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the Center.	4.5	The contractor ensures that at least 98% of files forwarded to an adjudication division for adjudication are correctly assembled, complete, and all papers correctly fastened to the file in accordance with USCIS policies and procedures.	Random sampling
4.5.19 The contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops with the Service Center as established by the COTR. The contractor shall pick up mail, printouts, and files no less than twice daily or as directed by the COTR. Any piece of mail picked up at a mail stop shall be delivered to the designated mail stop not later than close of business on the next business day.	4.5	All mail picked up at a mail stop is delivered to its designated mail stop not later than close of business on the next business day.	Periodic observation and validated customer complaints
4.5.20 The contractor shall provide special internal distribution delivery runs as required by the COTR.	4.5	All special mail delivery runs are performed within the time designated by the COTR.	Validated customer complaints
4.5.21 The contractor shall scan materials no later than close of the third business day following being received in the Service Center or request from USCIS.	4.5	All materials are scanned by the contractor no later than close of the third business day following being received in the Service Center or requested from USCIS.	Periodic observation & validated customer complaints
4.5.22 The contractor shall photocopy application- and petition-related documents in accordance with USCIS policies and procedures or as directed by the COTR.	4.5	All application and petition related documents are photocopied by the contractor in accordance with USCIS policies and procedures or as directed by the COTR.	Periodic observation & validated customer complaints
4.5.23 The contractor shall generate documents for batch printing as directed by the COTR.	4.5	All documents are generated by the contractor for batch printing as directed by the COTR.	Periodic observation & validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
4.5.24. This task currently only applies to the Nebraska Service Center. The contractor shall provide travel booklet support including matching consulate notice to booklet, writing applicant's foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.		All travel booklet support (this task is currently performed only at the NSC) is provided by the contractor, including matching consulate notice to booklet, writing applicants foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.25 This task is currently performed only at the NSC. The contractor shall update USCIS systems to show travel booklet document is prepared and mailed.	4.5	All USCIS systems are updated to that show travel booklet documents have been prepared and mailed.	Periodic observation & validated customer complaints
4.5.26.1 The contractor shall identify, qualify and request appropriate accesses for users to IBIS, TECS, and DACS, or successor systems.	4.5	All users - but no more than 15 per Service Center - are identified, qualified, and have access to IBIS, TECS, and DACS or successors systems, requested for them by the contractor.	Periodic observation & validated customer complaints
4.5.26.2 The contractor shall perform systems background checks in accordance with USCIS policies and procedures.	4.5	All systems background checks are performed by the contractor in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.26.3 The contractor shall identify expired biometrics and schedule biometric appointments in accordance with USCIS policies and procedures.	4.5	All expired biometrics are identified by the contractor and biometric appointments are scheduled in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.26.4.1 The contractor shall conduct an IBIS "individual subject query " (SQ-11) and print the screen relating to positive IBIS hit records in conformity with instructions contained in the Standard Operating Procedures (SOP) for IBIS Pull List. Those screen prints may include RAFACS/NFTS file locations, NCIC, TECS and DACS information.	4.5	All IBIS individual subject queries (SQ-11) are performed by the contractor and the screen relating to positive IBIS hit records is printed, in conformance with instructions contained in the SOP for IBIS Pull List.	Periodic observation & validated customer complaints
4.5.26.4.2 The contractor shall match printouts with all relevant files by receipt file numbers, and by name if necessary, so that all relevant files for a positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints, shall stamp these screen prints "Law Enforcement Sensitive" and	4.5	All printouts are sorted and matched by receipt file numbers and by name if necessary by the contractor so that all relevant files for a positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints stamps these screen prints, "Law Enforcement	Periodic observation & validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
fastens them to the file in accordance with the ROH.		Sensitive” and fastens them to the file in accordance with the ROH.	
4.5.26.4.3 The contractor shall distribute these screen prints as indicated by their RAFACS/NFTS location.	4.5	All screen prints are distributed by the contractor as indicated by their RAFACS/NFTS location.	Periodic observation & validated customer complaints
4.5.26.4.4 The contractor shall take appropriate action when certain remarks appear on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP for IBIS Pull List.	4.5	All appropriate action is taken by the contractor when certain remarks appear on NCIC and TECS screens call for immediate attention. These remarks are listed in the SOP for IBIS Pull List, or successor system procedures.	Periodic observation & validated customer complaints
4.5.26.4.5 The contractor shall direct all files to the triage process in effect in order to resolve all positive hits.	4.5	Files are directed by the contractor to the triage process in effect.	Periodic observation & validated customer complaints
4.5.27 The contractor shall perform a thorough search of all applications and/or petitions, supporting documentation, and files for aliases used, as well as lists generated by USCIS and enter all aliases into the IBIS ALIAS system(s) or successor system. (OPTIONAL REQUIREMENT)	4.5	A thorough search of all applications and/or petitions, supporting documentation and files for aliases, as well as lists generated by USCIS is performed by the contractor, and all aliases are entered into the IBIS system(s) or successor system.	Periodic observation & validated customer complaints.

DI-MGMT-81334A

Requirements:

1. *Reference documents.* Detailed instructions for preparing the CWBS can be found in MIL-HDBK-881. WBS guidance is also contained in Chapter 2 of the CCDR Manual, DoD 5000.4-M-1.
2. *Formats.* The CWBS shall be reflected in an electronic report that consists of two parts as shown in the sample attachments. Part I is for the CWBS Index and Part II is for the CWBS Dictionary. The index lists the individual elements. The dictionary describes the effort and tasks associated with every CWBS element shown in Part I.

Preparation Instructions:

1. *Contract Work Breakdown Structure Index:*
 - a. CWBS Code. Enter the code, if applicable.
 - b. CWBS Element Level. Enter the level of the CWBS element. Level I is the total contract. Levels 2, 3, etc., are successively lower levels of the program.
 - c. CWBS Element Name. Enter the title of the CWBS element using the specific name or nomenclature.
 - d. Contract Line Item(s). Enter the numbers of the contract line items associated with the CWBS element, if applicable.
2. *Contract Work Breakdown Structure Dictionary:*
 - a. CWBS Code.
 - b. CWBS Element. Enter the title of each CWBS element in the same order as given in Part I.
 - c. CWBS Definition. Enter a complete description of the technical and cost content of each CWBS element. The statement should be as descriptive as possible about the efforts, tasks, tests, components, etc., that are to be included in the CWBS element by the contractor. The CWBS Dictionary must be updated and maintained throughout the life of the contract. However, the updated dictionary shall be submitted no more frequently than the CCDR report submissions.

Contract Work Breakdown Structure--Data Item Description (DI-MGMT-81334)

CONTRACT WORK BREAKDOWN STRUCTURE INDEX		PROGRAM: Missile X LRIP Surface-to-Air Interceptor	REP NO: XXXXXX CONTRACT NO: XXXXXX-98-C-XXX	CONTRACT PLAN NO XXXXXXXXXX	DATE: 06/10/02		
CWBS CODE	LEVEL					NAME	CONTRACT LINE ITEM(S)
	1	2	3	4	5		
1.0	✓					Missile System	
1.1		✓				Air Vehicle	
1.1.1			✓			Propulsion	
1.1.2			✓			Airframe	
1.1.3			✓			Warhead	
1.1.4			✓			Post Boost System	
1.1.5			✓			Guidance And Control Equipment	
1.1.5.1				✓		Guidance Section	
1.1.5.1.1					✓	Seeker	
1.1.5.1.2					✓	Guidance Electronics	
1.1.5.2				✓		Control Devices	
1.1.5.3				✓		Structure	
1.1.5.4				✓		Power and Networks	
1.1.6					✓	Ordnance Initiation Set	
1.1.7				✓		Airborne Test Equipment	
1.1.8				✓		Airborne Training Equipment	
1.1.9				✓		Auxiliary Equipment	
1.1.10				✓		IAT&C	
1.2		✓				Integration, Assembly, Test, and Checkout	
1.3		✓				Systems Engineering/Program Management	
1.4		✓				Systems Test and Evaluation	

Contract Work Breakdown Structure—Data Item Description (DI-MGMT-81334)

CONTRACT WORK BREAKDOWN STRUCTURE DICTIONARY		PROGRAM Missile X LRIP Surface to Air Interceptor	RFP NO CONTRACT NO. XXXXX-96-C-XXXX	DATE 11/1/00
CWBS CODE	CWBS ELEMENT	CWBS DEFINITION		
10	Missile System	The missile is a cylindrical body with four fixed fins attached to the aft end of the Solid Rocket Motor case. The control surfaces are located behind the fixed fins. The missile angular orientation is zero degrees at top center, with increasing angles positive in a clockwise direction (standing at the aft end looking forward). The outside surface of the missile body is coated for thermal protection of the structure from aerodynamic heating and rain erosion. Electrical interface between the launcher and the missile is provided by an umbilical cable connecting the missile AR Section to the AR Section of the Canister.		
11	Air Vehicle	This element refers to the means for delivering the destructive effect to the target, including the capability to generate or receive intelligence to navigate and penetrate to the target area and to detonate the warhead. This element includes the design, development, and production of complete units (prototype and operationally configured units, which satisfy the requirement of their applicable specifications(s)) regardless of their use.		
11.1	Propulsion	The propulsion system consists of the booster and the interstage. A single-stage, solid propellant rocket motor provides all of the boost impulse for the missile. The deployable fins and all rate gyro package (RGP) are positioned at the aft end of the booster in the BUG configuration.		
11.2	Airframe	This element refers to the structural framework that provides the aerodynamic shape, mounting surfaces and environmental protection for the missile components. It includes the wings, fins, and structural body assemblies.		
11.3	Warhead	Warhead includes the assembly containing the kill mechanism of the round and its associated high explosives, chemicals, biological agents, nuclear devices, and pyrotechnics.		
11.4	Post Boost System	This element provides the roll rate control and the final velocity to adjust and deploy the payload as well as the external protection material, velocity control system, and deployment group.		
11.5	Guidance and Control Equipment	This element refers to the missile's ability to acquire and track targets, receive guidance data from various sensors and execute the necessary flight path to intercept the target.		
11.5.1	Guidance Section	This element refers to the missile's ability to receive guidance data from various sensors.		
11.5.1.1	Seeker	The seeker assembly is attached to the kill vehicle via the forward ring of the basecone. The assembly consists of four elements: a seeker basecone, an IR sensor, a gimbal set, and a Seeker Electronics Assembly (SEA). The seeker basecone is a conical assembly cast from magnesium. It is used as the main structure to mount the IR sensor and gimbals to the KV, and to dampen structural resonances.		
11.5.1.2	Guidance Electronics	This element includes all the electronic components and their structural items needed to perform all the seeker tracking functions.		
11.5.2	Control Devices	This element includes all the electronic components and support structure needed to perform the electronic processing done outside, but near the detector assembly. This may include detector biasing electronics, preamplification, gain control processing, A/D conversion and multiplexing of the detector outputs when many detector outputs are present.		
11.5.3	Structure	This element refers to the metal or composite materials that provide external housing, bulkheads, attach points and connectors for guidance and control equipment.		
11.5.4	Power and Networks	This element refers to the subsystems that start the missile and maintains electrical power prior to launch, upon release from the launch platform, and during flight. Additionally, it consists of power supply devices and power converters.		
11.6	Ordnance Initiation Set	The ordnance initiation set initiates all ordnance events throughout the missile and ground system (except reentry system components). Upon receipt of an electrical signal from the missile guidance and control system, the ordnance initiation set firing units convert the signal into ordnance outputs to the detonating cords. Among these ordnance events are stage separation, motor ignition, gas generator ignition, shroud separation, etc. Includes through bulkhead initiators, ordnance test harnesses, and firing units/exploding bridge wires.		
11.7	Airborne Test Equipment	The airborne test equipment element refers to an exercise warhead that is interchangeable with the live warhead and suitable for developmental firing. This element includes destruct systems, recovery systems, special instrumentation, and telemetry equipment.		
11.8	Airborne Training Equipment	The airborne training equipment element refers to an exercise warhead that is interchangeable with the live warhead and suitable for training firing. This element includes destruct systems, recovery systems, special instrumentation, and telemetry equipment associated with the training mission.		
11.9	Auxiliary Equipment	The auxiliary equipment element refers to that additional equipment generally excluded from other specific elements. This element includes the environmental control, safety and protective subsystems, and destruct system. It also includes equipment of a single purpose and function that is necessary for accomplishing the assigned mission.		
11.10	Integration, Assembly, Test and Checkout	The IAT&CO of the hardware will be conducted at the contractor's assembly facility. Subsystem components will be assembled and tested, then shipped to company YYYY for final assembly and testing.		

Contract Work Breakdown Structure-- Data Item Description (DI-MGMT-81334)

CONTRACT WORK BREAKDOWN STRUCTURE DICTIONARY		PROGRAM Missile XLRIP Surface-to-Air Interceptor	RFP NO. CONTRACT NO: XXXXXX-SB-C-XXXX	DATE 11/1/00
CWBS CODE	CWBS ELEMENT	CWBS DEFINITION		
12	Integration, Assembly, Test, and Checkout	<p>The IAT&CO of the missile will be conducted at a Company YYYY assembly facility. For flight vehicles, the guidance and control unit is tested and installed, the units are fueled, and the ordnance is installed. The missile is then installed in the canister and shipped to the testing range.</p> <p>The system engineering and technical control as well as the business management of the project. System Engineering/Project Management effort that can be associated specifically with the hardware element is excluded, unless this management effort is of special contractual or engineering significance (e.g., associated contractor)</p> <p>Four prototypes of the missile will be tested at WWWWW testing range over a period of 3 months. The testing facility will evaluate both missile performance and accuracy, along with the launching platform capabilities.</p>		
13	Systems Engineering/Program Management			
14	Systems Test and Evaluation			

End of DI-MGMT-81334A

DATA ITEM DESCRIPTION

Form Approved
OMB NO. 0704-0188

Public reporting burden for this collection of information is estimated to average 310 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503.

1. TITLE CONTRACT FUNDS STATUS REPORT (CFSR)		2. IDENTIFICATION NUMBER DI-MGMT-81468	
3. DESCRIPTION/PURPOSE 3.1 The Contract Funds Status Report (CFSR), DD Form 1586, Sample Format 1, is designed to supply funding data about defense contracts to Program Managers for: (a) updating and forecasting contract funds requirements, (b) planning and decision making on funding changes to contracts, (c) developing funds requirements and budget estimates in support of approved programs, (d) determining funds in excess of contract needs and available for deobligation, and (e) obtaining rough estimates of termination costs.			
4. APPROVAL DATE (YYMMDD) 951019	5. OFFICE OF PRIMARY RESPONSIBILITY (OPR) OUSD(A&T)API/PM	6a. DTIC APPLICABLE	6b. GIDEP APPLICABLE
7. APPLICATION/INTERRELATIONSHIP 7.1 This Data Item Description (DID) contains the format and content preparation instructions for the data product generated by the specific and discrete task requirements as delineated in the contract. 7.2 This DID may be used in conjunction with the Contract Work Breakdown Structure DID, DI-MGMT-81334, the Cost Performance Report DID, DI-MGMT-81466, and the Cost/Schedule Status Report DID, DI-MGMT-81467. 7.3 <u>Contractual Application</u> . The CFSR is applicable to contracts over 6 months in duration. No specific application thresholds are established, but application to contracts of less than \$1,000,000 (constant fiscal year (FY) 1990 dollars) should be evaluated carefully to ensure only the minimum information necessary for effective management control is required. The CFSR will not be applied to firm fixed price contracts (as defined in FAR 16.202) unless unusual circumstances require specific funding visibility. CFSRs may be applied to unpriced portions of firm fixed price contracts that are estimated to be in excess of twenty (20) percent of the initial contract value. Only those parts of the CFSR essential to the management of each acquisition will be required. The DoD Program Manager will determine the need for contract funds information and apply only those portions of the CFSR deemed appropriate. To ensure that only minimum data is required over the life of the contract, provisions should be included in the contract to review reporting requirements at least annually and change them, if necessary, at no charge to the Government. (Continued on page 2)			
8. APPROVAL LIMITATION		9a. APPLICABLE FORMS DD Form 1586	9b. AMSC NUMBER D7122
10. PREPARATION INSTRUCTIONS 10.1 <u>Format</u> . Contractor formats should be substituted whenever they contain all the required data elements at the specified reporting levels in a form suitable for DOD management. 10.2 <u>Content</u> . The CFSR shall contain the following information: 10.2.1 <u>Item 1 - Contract Number</u> . Enter the assigned contract number and the latest modification number on which contractual agreement has been reached. 10.2.2 <u>Item 2 - Contract Type</u> . Enter the type of contract as identified in FAR Part 16 (e.g., Cost Plus Fixed Fee (CPFF), Fixed Price Incentive (FPI), etc.). 10.2.3 <u>Item 3 - Contract Funding For</u> . Enter the applicable type as follows: Multi-Year Procurement (MYP) Incrementally Funded Contract (INC) Contract for a Single Year (SYC) 10.2.3.1 <u>For FY</u> . For contracts which are financed with funds appropriated in more than one fiscal year, a report is required for each fiscal year's funds where the separate year's funds in the contract are associated with specific quantities of hardware or services to be furnished. The fiscal year(s) being reported will be shown in this block and that year's share of the total target prices (initial and adjusted) will be shown in Items 9 and 10. (Continued on page 3)			
11. DISTRIBUTION STATEMENT Distribution Statement A: Approved for public release; distribution is unlimited.			

Block 7, Application/Interrelationship (Continued)

7.3.1 Level of Reporting. If a contract is funded with a single appropriation, a single line entry at the total contract level should be considered for CFSR reporting. Reporting by line item or WBS element will be limited to only those items or elements needed to support funds management requirements. A reduced level of reporting may be implemented on contracts (a) with a dollar value between \$250,000 and \$1,000,000 (constant FY 1990 dollars); (b) that are for time and material; or (c) for which only limited funding requirements information is needed.

7.3.2 Multiple Appropriations. Where two or more appropriation sources are used for funding a single contract, contractors will segregate funds data by appropriation accounting reference. The procuring agency will supply the appropriation numbers applicable to individual line items or WBS elements. If a single line item or WBS element is funded by more than one appropriation, methods for segregating and reporting such information will be negotiated and specified in the contract.

7.3.3 Electronic Data Interchange. The American National Standards Institute (ANSI) X12 standard (transaction set 839), or the United Nations Electronic Data Interchange For Commerce, Administration and Transport (EDIFACT) equivalent, will be used for EDI transmission.

7.4 Frequency and Submission. The CFSR will be a contractual requirement as set forth in the Contract Data Requirements List (CDRL) DD Form 1423. Unless otherwise provided in the contract, the CFSR will be prepared as of the end of each calendar quarter or contractor accounting period nearest the end of each quarter. The required number of copies of the CFSR will be forwarded within 25 calendar days after the "as of" date of the report, or as otherwise specified in the contract. In the event of exceptional circumstances which call for increased frequency in reporting, such frequency will not be more often than monthly and will be negotiated and specified in the contract.

7.5 Explanations of Terms.

7.5.1 Open Commitments. For this report, a commitment represents the estimated obligation of the contractor (excluding accrued expenditures) to vendors or subcontractors (based on the assumption that the contract will continue to completion).

7.5.2 Accrued Expenditures. For this report, include recorded or incurred costs as defined within the Allowable Cost, Fee and Payments Clause (FAR 52.216-7) for cost type contracts or the Progress Payments Clause (FAR 52.232-16) for fixed price type contracts, plus the estimated fee or profit earned. Such costs include:

7.5.2.1 Actual payments for services or items purchased directly for the contract.

7.5.2.2 Costs incurred, but not necessarily paid, for storeroom issues, direct labor, direct travel, direct other in-house costs and allocated indirect costs.

7.5.2.3 Progress payments made to subcontractors.

7.5.2.4 Pension costs provided they are paid at least quarterly.

7.5.3 Termination Costs. Although this report is prepared on the basis that the contract will continue to completion, it is necessary to report estimated termination cost by government fiscal year and generally by more frequent intervals on incrementally funded contracts. The frequency will be dependent on the funding need dates (i.e., quarterly) and should be compatible with the contract funding clauses, Limitation of Funds clause (cost type contracts) or

Limitation of Obligation clause (fixed price type contracts). Termination costs include such items as loss of useful life of special tooling, special machinery and equipment; rental cost of unexpired leases; and settlement expenses. The definition of termination costs is included in FAR 31.205-42. In the event the Special Termination Costs clause (DFARS 252.249-7000) is authorized, then costs defined therein will be eliminated from the estimated termination costs.

7.6 The CFSR DID may be "tailored" in Block 16 of CDRL DD Form 1423. Tailoring is defined as deleting requirements from a DID. Requiring more information in the CFSR CDRL DD Form 1423 than specified in this DID is prohibited by DOD regulation. All negotiated reporting provisions will be specified in the contract's CDRL.

7.7 This DID supersedes DI-F-6004B.

Block 10, Preparation Instructions (Continued)

10.2.4 Item 4 - Appropriation. Enter the appropriation name (i.e., Research, Development, Test and Evaluation, Aircraft Procurement, etc.) and DoD Component (i.e., Air Force, Navy, etc.) in this block.

10.2.5 Item 5 - Previous Report Date. Enter the cut-off date of the previous report. (Year, Month, Day)

10.2.6 Item 6 - Current Report Date. Enter the cut-off date applicable to this report. (Year, Month, Day)

10.2.7 Item 7 - Contractor. Enter the name, division (if applicable), and mailing address of the reporting contractor.

10.2.8 Item 8 - Program. Identify the program by name or enter the type, model and series or other military designation of the prime item or items purchased on the contract. If the contract is for services or a level-of-effort (i.e., research, flight test, etc.), the title of the service should be shown.

10.2.9 Item 9 - Initial Contract Price. Enter the dollar amounts for the initial negotiated contract target price (or estimated price for non-incentivized contracts) and contract ceiling price when appropriate. For contracts which are financed with funds appropriated in more than one fiscal year, only the share of the total initial target and ceiling associated with the fiscal year shown in Item 3 will be entered.

10.2.10 Item 10 - Adjusted Contract Price. Enter the dollar amounts for the adjusted contract target price (initial negotiated contract plus supplemental agreements) and adjusted contract ceiling price or estimated ceiling price where appropriate. For contracts which are financed with funds appropriated in more than one fiscal year, only the share of the total adjusted target and ceiling associated with the fiscal year shown in Item 3 will be entered.

10.2.11 Item 11 - Funding Information.

10.2.11.1 Column a. - Line Item/Work Breakdown Structure (WBS) Element. Enter the line item or WBS elements specified for CFSR coverage in the contract.

10.2.11.2 Column b. - Appropriation Identification. Enter the appropriation number supplied by the DoD Component for the contract or, if applicable, each line item or WBS element.

10.2.11.3 Column c. - Funding Authorized To Date. Enter dollar amounts of contract funding authorized under the contract from the beginning of the fiscal year(s) shown in Item 3 through the report date shown in Item 6.

10.2.11.4 Column d. - Accrued Expenditures Plus Open Commitments Total. For contract work authorized, enter the total of (a) the cumulative accrued expenditures incurred through the end of the reporting period, and (b) the open commitments on the "as of" date of the report. Enter the total applicable to funds for the fiscal year(s) covered by this report as shown in Item 3.

10.2.11.4.1 Separation of Open Commitments and Accrued Expenditures. On selected contracts, the separation of open commitments and accrued expenditures by line item or WBS element may be a negotiated requirement in the contract. Utilization of this provision should be held to the minimum essential to support information needs of the procuring agency. In the event this separation of data is not available in the contractor's accounting system or cannot be derived without significant effort, provision should be made to permit use of estimates. The procedures used by the contractor in developing estimates shall be explained in the Remarks section of the report.

10.2.11.4.2 Notice of Termination. When a Notice of Termination has been issued, potential termination liability costs will be entered in this column. They will be identified to the extent possible with the source of liability (prime or subcontract).

10.2.11.5 Column e. - Contract Work Authorized - Definitized. For the fiscal year(s) shown in Item 3, enter the estimated price for the authorized work on which contractual agreement has been reached, including profit/fee, incentive and cost sharing associated with projected over/underruns. Amounts for contract changes will not be included in this item unless they have been priced and incorporated in the contract through a supplemental agreement.

10.2.11.6 Column f. - Contract Work Authorized - Not Definitized. Enter the contractor's estimate of the funds requirements for performing required work (e.g., additional agreements or changes) for which firm contract prices have not yet been agreed to in writing by the parties to the contract. Report values only for items for which written orders have been received. For incentive type contracts, show total cost to the Government (recognizing contractor participation). Enter in the Remarks section a brief but complete explanation of the reason for the change in funds.

10.2.11.7 Column g. - Subtotal. Enter the total estimated price for all work authorized on the contract (Column e. plus Column f.).

10.2.11.8 Column h. - Forecast - Not Yet Authorized. Enter an estimate of funds requirements, including the estimated amount for fee or profit, for changes proposed by the Government or by the contractor, but not yet directed by the contracting officer. In the Remarks section state each change document number and estimated value of each change.

10.2.11.9 Column i. - Forecast - All Other Work. Enter an estimate of funds requirements for additional work anticipated to be performed (not included in a firm proposal) which the contractor, based on his knowledge and experience, expects to submit to the Government within a reasonable period of time.

10.2.11.10 Column j. - Subtotal. Enter an estimate of total requirements for forecast funding (the sum of Column h. plus Column i.). Specific guidelines on what the contractor may include in the funding forecast section may be made a part of the contract.

10.2.11.11 Column k. - Total Requirements. Enter an estimate of total funds requirements for contract work authorized and forecast (the sum of Column g. plus Column j.).

10.2.11.12 Column l. - Funds Carryover. For incrementally funded contracts only, report the amount by which the prior federal fiscal funding was in excess of the prior year's requirement. If there is no carryover, report zero. Specific instructions for the use of this item may be made a part of the contract.

10.2.11.13 Column m. - Net Funds Required. Enter an estimate of net funds required, subtracting funds carryover in Column l. from total requirements in Column k.

10.2.11.14 Column Totals. Totals should be provided for Columns c. through m. for all line items or WBS elements reported.

10.2.12 Item 12 - Contract Work Authorized (With Fee/Profit) - Actual Or Projected. Data entries will be as follows: In the first column, actuals cumulative to date; in all other columns except the last, projected cumulative amounts from the start of the contract to the end of the period indicated in the column heading; in the last column, the projected cumulative amounts from the start to the end of the contract or fiscal year being reported. When the contractor has developed a range of estimates at completion, the most likely estimate shall be used to develop the projected cumulative data in this item.

10.2.12.1 Column Headings. Columns 2 through 9 will be headed to indicate periods covering the life of the contract or fiscal year being reported and may be headed to show months, quarters, half years and/or fiscal years as prescribed by the procuring agency.

10.2.12.2 Data Composition. Projected data should include all planned obligations, anticipated accruals, anticipated over/under targets (total cost to the Government recognizing contractor participation), G&A, and fee/profit. For award fee contracts, the fee actually awarded will be included in Column l, Actual to Date. The contractor shall describe in the Remarks section the amount, by period, and rationale for any award fee projections included in Columns 2 through 10.

10.2.12.3 Item 12.a. - Open Commitments. In the first column enter commitments open as of the date of the report. In subsequent columns enter the commitments projected to be open as of the end of each period indicated by the column headings. The amount entered will be the projected cumulative commitments less the planned cumulative expenditures as of the end of time period indicated. At the end of the contract, the amount will be zero.

10.2.12.4 Item 12.b. - Accrued Expenditures. In the first column enter actuals to date. In subsequent columns enter the projected cumulative accrued expenditures as of the end of each period indicated by the column headings.

10.2.12.5 Item 12.c. - Total (12.a. and 12.b.). In the columns provided, enter the total contract work authorized - actuals to date (Column l) or projected (Columns 2 through 10). This total is the sum of open commitments and accrued expenditures projected through the periods indicated by the column headings. Significant changes in the amount or timephasing of this item shall be explained in the Remarks section.

10.2.13 Item 13 - Forecast Of Billings To The Government. In the first column enter the cumulative amount received from the Government plus any unpaid billings to the Government through the current report date, including amounts applicable to progress or advance payments. In succeeding columns enter the amount expected to be billed to the Government during each period reported (assuming the contract will continue to completion). Amounts will not be cumulative.

10.2.14 Item 14 - Estimated Termination Costs. In the columns provided, enter the estimated costs that would be necessary to liquidate all government

obligations if the contract were to be terminated in that period. These entries are the amounts required in addition to the amounts shown in Item 12. Applicable fee/profit should be included. These entries may consist of "rough order of magnitude" estimates and will not be construed as providing formal notification having contractual significance. This estimate will be used to assist the Government in budgeting for the potential incurrence of such cost. On contracts with Limitation of Funds/Obligation clauses, where termination costs are included as part of the funding information in Block 11, enter the amounts required for termination reserve on this line.

10.3 Remarks Section.

10.3.1 General. This section shall contain any additional information or remarks which support or explain data submitted in this report. At a minimum, the contractor shall present the following information: (a) explanations of funds changes (refer to paragraphs 10.2.11.6, 10.2.11.8 and 10.3.2); (b) procedures used to develop estimates of open commitments and accrued expenditures (refer to paragraph 10.2.11.4.1); (c) the amount and rationale for any award fee projections included in Item 12 (refer to paragraph 10.2.12.2); (d) explanations of significant changes in the amount or timephasing of actual or projected total contract work authorized (refer to paragraph 10.2.12.5); and (e) any other information deemed significant or noteworthy. The contractor also shall provide a projected contract completion date that supports the funding projections in Item 12.

10.3.2 Changes. The Remarks section shall contain information regarding changes, as indicated below. A change in a line item shall be reported when the dollar amount reported in Item 11, Column k. of this submission differs from that reported in the preceding submission. The movement of dollar amounts from one column to another (Item 11, Columns e. through j.), indicating a change in the firmness of funds requirements, need not be reported in this section. Change reporting shall include the following:

10.3.2.1 The location of the changed entry (page, line, and column);

10.3.2.2 The dollar amount of the change; and

10.3.2.3 A narrative explanation of the cause of each change.

CLASSIFICATION

CONTRACT FUNDS STATUS REPORT (Dollars in)										Form Approved OMB No. 0704-0188		
The public reporting burden for this collection of information is estimated to average 8 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ADDRESS.												
1. CONTRACT NUMBER		3. CONTRACT FUNDING FOR FOR FY		5. PREVIOUS REPORT DATE		7. CONTRACTOR (Name, address and zip code)			9. INITIAL CONTRACT PRICE			
2. CONTRACT TYPE		4. APPROPRIATION		6. CURRENT REPORT DATE		8. PROGRAM			10. ADJUSTED CONTRACT PRICE			
									a. TARGET			
									b. CEILING			
11. FUNDING INFORMATION												
LINE ITEM/WBS ELEMENT <small>a</small>	APPROPRIATION IDENTIFICATION <small>b</small>	FUNDING AUTHORIZED TO DATE <small>c</small>	ACCRUED EXPENDITURES OPEN COMMITMENTS TOTAL <small>d</small>	CONTRACT WORK AUTHORIZED			FORECAST			TOTAL REQUIREMENTS <small>k</small>	FUNDS CARRY-OVER <small>l</small>	NET FUNDS REQUIRED <small>m</small>
				DEFINITIZED <small>e</small>	NOT DEFINITIZED <small>f</small>	SUBTOTAL <small>g</small>	NOT YET AUTHORIZED <small>h</small>	ALL OTHER WORK <small>i</small>	SUBTOTAL <small>j</small>			
12. CONTRACT WORK AUTHORIZED (With Fee/Profit) - ACTUAL OR PROJECTED												
		ACTUAL TO DATE										AT COMPLETION
a. OPEN COMMITMENTS												
b. ACCRUED EXPENDITURES												
c. TOTAL (12a + 12b)												
13. FORECAST OF BILLINGS TO THE GOVERNMENT												
14. ESTIMATED TERMINATION COSTS												
15. REMARKS												

DATA ITEM DESCRIPTION

Form Approved
OMB NO. 0704-0188

Public reporting burden for this collection of information is estimated to average 170 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503.

1. TITLE COST/SCHEDULE STATUS REPORT (C/SSR)		2. IDENTIFICATION NUMBER DI-MGMT-81467	
3. DESCRIPTION/PURPOSE This report is prepared by contractors and provides summarized contract cost and schedule performance information for program management purposes. The report (Sample Format 1) contains the following information: contract and program identification; contract data, including original and current contract values and the management estimate at completion (EAC); performance data which consists of cost and schedule performance information by summary level Work Breakdown Structure (WBS) elements; and narrative explanations, which presents information on significant cost and schedule variances and other contract problems or areas of interest.			
4. APPROVAL DATE (YYMMDD) 951019	5. OFFICE OF PRIMARY RESPONSIBILITY (OPR) OUSD(A&T)API/PM	6a. DTIC APPLICABLE	6b. GIDEP APPLICABLE
7. APPLICATION/INTERRELATIONSHIP 7.1 This Data Item Description (DID) contains the format and content preparation instructions for the data product generated by the specific and discrete task requirements as delineated in the contract. 7.2 This DID may be used in conjunction with the Contract Funds Status Report DID, DI-MGMT-81468, and the Contract Work Breakdown Structure DID, DI-MGMT-81334. This DID and the Cost Performance Report (CPR) DID, DI-MGMT-81466, will not be used on the same contract. 7.3 The C/SSR will be used to collect cost and schedule performance information on contracts over 12 months in duration where application of the CPR is not appropriate. There are no specific application thresholds for the C/SSR. However, application to contracts of less than \$5 million (constant fiscal year 1990 dollars) should be evaluated carefully to ensure that only the minimum information necessary for effective management control is required. 7.4 C/SSR data elements will reflect the output of the contractor's C/SSR management procedures (refer to DFARS 252.242-7005). The definitions of terms contained in the Cost/Schedule Control Systems Criteria (C/SCSC) (refer to DFARS 252.242-7001) may be used as guidance in completing Columns (2) through (9) of the C/SSR with the exception of the definitions for Budgeted Cost for Work Scheduled (BCWS) and Budgeted Cost for Work Performed (BCWP). Application of the C/SSR does not invoke the unique requirements or disciplines of the C/SCSC, such as the use of work packages for determining BCWP. The contractor may use C/SCSC compliant practices if they constitute the contractor's normal way of doing business. The method of deriving the BCWP will be left to the discretion of the reporting contractor and will be subject to negotiation, if necessary, and inclusion in the contract. While the contractor must be in a position to explain the method used for determining the BCWP, the in-depth demonstration review referred to in DFARS 252.242-7001 will not be required. (Continued on page 2)			
8. APPROVAL LIMITATION		9a. APPLICABLE FORMS DD Form 2735	9b. AMSC NUMBER D7121
10. PREPARATION INSTRUCTIONS 10.1 <u>Format</u> . Contractor formats should be substituted whenever they contain all the required data elements at the specified reporting levels in a form suitable for DOD management. 10.2 <u>Content</u> . The Cost/Schedule Status Report shall contain the following: 10.2.1 <u>Contractor</u> . Enter the contractor's name and location in Block 1. 10.2.2 <u>Contract</u> . Enter the contract name, number, type, and share ratio, if applicable, in Block 2. 10.2.3 <u>Program</u> . Enter in Block 3.a. the name, number, acronym and/or type, model, series, or other designation of the prime items purchased under the contract. Enter the program phase in Block 3.b. (Concept Exploration and Definition, Demonstration and Validation, and Engineering and Manufacturing Development are considered RDT&E. Production programs are those that have passed Milestone III.) (Continued on page 2)			
11. DISTRIBUTION STATEMENT Distribution Statement A: Approved for public release; distribution is unlimited.			

Block 7, Application/Interrelationship (Continued)

7.5 Data reported on the C/SSR will pertain to all authorized contract work, including both priced and unpriced effort. The Government and the contractor may agree to exclude from C/SSR reporting portions of the contract for which performance reporting is not needed, such as firm fixed price contract line items. Data reported will normally be limited to level 3 of the WBS or higher. However, if a cost/schedule performance problem occurs at a lower level, the Program Manager (PM) may request information on an exception basis until the problem is resolved.

7.6 Reporting frequency will be specified in the contract. C/SSRs will not be required more frequently than monthly. Reports may reflect data as of the end of the calendar month or as of the contractor's accounting period cut-off date. Reports normally are due 25 days after the end of the report period.

7.7 Certain aspects of the report are subject to negotiation between the Government and the contractor, such as:

7.7.1 The variance thresholds which, if exceeded, require problem analysis and narrative explanations. Variance thresholds should be reviewed periodically, and changed if necessary, to ensure they continue to provide appropriate visibility without requiring excessive information. Refer to Chapter Three of the C/SSR Joint Guide for examples of the various methods for establishing variance thresholds.

7.7.2 The WBS elements reported in the Performance Data section. The level of detail will normally be limited to level 3 or higher, but lower levels may be selected for high-cost or -risk areas. Reporting levels should be reviewed periodically, and changed if necessary, to ensure they continue to provide appropriate visibility without requiring excessive information.

7.8 Contractor formats should be substituted for C/SSR formats whenever they contain all the required data elements at the specified reporting levels in a form suitable for DOD management use. The American National Standards Institute (ANSI) X12 standards (transaction sets 839 for cost and 806 for schedule), or the United Nations Electronic Data Interchange for Administration, Commerce and Transport (EDIFACT) equivalent, will be used for Electronic Data Interchange.

7.9 In all cases, the C/SSR CDRL is subject to "tailoring." Tailoring is defined as deleting requirements from this DID. Requiring more information in the C/SSR CDRL than specified in this DID is prohibited by DOD regulation. All negotiated reporting provisions will be specified in the contract.

7.10 This DID supersedes DI-F-6010A.

Block 10, Preparation Instructions (Continued)

10.2.4 Report Period. Enter the beginning and ending dates of the period covered by the report in Block 4.

10.2.5 Signature, Title and Date. The contractor's authorized representative will sign the report and enter his/her title and the date in Block 5.

10.3 Contract Data.

10.3.1 Original Contract Target Cost. Enter in Block 6.a. the dollar value (excluding fee or profit) negotiated in the original contract. For a cost plus fixed fee contract, enter the estimated cost negotiated. For an incentive contract, enter the definitized contract target cost.

10.3.2 Negotiated Contract Changes. Enter in Block 6.b. the cumulative cost (excluding fee or profit) applicable to definitized contract changes which have occurred since the beginning of the contract. Changes to estimated costs for cost plus fixed fee contracts will include only amounts for changes in the contract work scope; changes for cost growth will not be included.

10.3.3 Current Target Cost. Enter the sum of Block 6.a. and Block 6.b. in Block 6.c. The amount shown should equal the current dollar value (excluding fee or profit) on which contractual agreement has been reached.

10.3.4 Estimated Cost of Authorized, Unpriced Work. Enter in Block 6.d. the estimated cost (excluding fee or profit) for contract changes for which written authorization has been received but for which contract prices have not been negotiated.

10.3.5 Contract Budget Base (CBB). Enter the sum of Block 6.c. and Block 6.d. in Block 6.e.

10.3.6 Management Estimate at Completion. Enter in Block 6.f. the contractor's most likely EAC. The estimate should include actual costs to date plus a knowledgeable projection of future performance. The estimate should be based on the agreed work scope as reflected in the CBB (Block 6.e.). The contractor may include an estimate for management reserve (MR), if applicable. The contractor also may include a realistic estimate for program risk or probable future business conditions. If the management EAC differs from the value in Column (8) of Block 7.e., the difference shall be discussed in the Narrative Explanation section.

10.3.7 Variance at Completion. Enter the difference between Block 6.e. and Block 6.f. in Block 6.g.

10.3.8 Over Target Baseline (OTB) Date. If applicable, enter in Block 6.h. the report period ending date of the C/SSR in which the latest approved OTB first appears. The Government and the contractor must agree on the terms of an OTB prior to its establishment. The contractor shall not implement an OTB without prior written approval from the Contracting Officer.

10.4 Performance Data.

10.4.1 Work Breakdown Structure (WBS) Elements. Enter in Column 1 of Block 7.a. the name of the WBS elements for which cost information is being reported. WBS elements or levels required will be those specified in the contract. Organizational categories may be used in lieu of WBS elements if the Government and the contractor agree that such categories would be more beneficial.

10.4.2 Cost of Money (COM). Enter in Columns (2) through (9) of Block 7.b. the appropriate COM figures. If COM has been included in the costs reported above, then COM will be shown as a non-add entry on this line with an appropriate notation. When a facility has two or more contracts with cost reporting requirements, the contractor shall ensure that all COM values are derived from the same accounting source.

10.4.3 General and Administrative (G&A). Enter in Columns (2) through (9) of Block 7.c. the appropriate G&A costs. If G&A has been included in the costs reported above, then G&A will be shown as a non-add entry on this line with an appropriate notation. If a G&A classification is not used, no entry will be made other than an appropriate notation to that effect.

10.4.4 Undistributed Budget (UB). Enter in Column (7) of Block 7.d. the amount of budget applicable to authorized contract effort which has not been

identified to WBS elements at or below the reporting level. Enter in Column (8) of Block 7.d. an estimate for the scope of work represented by the amount shown in Column (7) of Block 7.d. Enter the difference, if any, between Column (7) and Column (8) in Column (9) of Block 7.d. All UB must be explained in the Narrative Explanation section.

10.4.5 Subtotal - Performance Measurement Baseline (PMB). Enter in Columns (2) through (9) of Block 7.e. the totals of the distributed budgets, actuals and estimates for the WBS elements, COM, G&A and UB in Blocks 7.a. through 7.d.

10.4.6 Management Reserve (MR). Enter in Column (7) of Block 7.f. the amount of budget identified as MR as of the end of the report period. Amounts of MR applied during the reporting period will be explained in the Narrative Explanation section. MR application will be explained in terms of amounts applied, WBS elements to which applied, and reasons for application.

10.4.7 Total. Enter the sum of the direct and indirect budgets and costs in Columns (2) through (7). The total in Column (7) will equal the value in Block 6.e. unless an OTB has been implemented.

10.4.8 Data Elements. For each WBS element in Block 7.a. and the categories in Blocks 7.b. through 7.g., enter the following information where applicable:

10.4.8.1 Budgeted Cost for Work Scheduled (BCWS) (Column 2). Enter the numerical representation of the value of all work scheduled to be accomplished (in-process and complete) as of the reporting cut-off date.

10.4.8.2 Budgeted Cost for Work Performed (BCWP) (Column 3). Enter the numerical representation of the value of all work accomplished (in-process and complete) as of the reporting cut-off date.

10.4.8.3 Actual Cost of Work Performed (ACWP) (Column 4). Enter the actual costs (direct and indirect) applicable to work accomplished as of the reporting cut-off date. Actual costs and budgeted costs will be reported on a comparable basis.

10.4.8.4 Schedule Variance (Column 5). Enter the difference between the BCWS and the BCWP by subtracting Column (2) from Column (3). A negative figure indicates an unfavorable variance and should be shown in parentheses. Variances exceeding established thresholds shall be fully explained in the Narrative Explanation section.

10.4.8.5 Cost Variance (Column 6). Enter the difference between the BCWP and the ACWP by subtracting Column (4) from Column (3). A negative figure indicates an unfavorable variance and should be shown in parentheses. Variances exceeding established thresholds shall be fully explained in the Narrative Explanation section.

10.4.8.6 Budget at Completion (BAC) (Column 7). Enter the total budget identified to each WBS element listed in Column (1). Assigned budgets will consist of the original budgets plus or minus budget adjustments resulting from contract changes, internal replanning, or application of MR.

10.4.8.7 Estimate at Completion (EAC) (Column 8). Enter the contractor's latest revised estimate of cost at completion including estimated overrun/underrun for all authorized work. The estimated cost at completion consists of the sum of the actual cost to date plus the latest estimate of cost for work remaining.

10.4.8.8 Variance at Completion (VAC) (Column 9). Enter the difference between the BAC and the EAC by subtracting Column (8) from Column (7). A

negative figure indicates an unfavorable variance and should be shown in parentheses. Variances exceeding established thresholds shall be fully explained in the Narrative Explanation section.

10.5 Narrative Explanations.

10.5.1 Provide a summary analysis of overall contract performance, including significant existing or potential problems and corrective actions taken or required, to include government action where required.

10.5.2 Explain cost, schedule and EAC variances that meet variance analysis thresholds provided in the contract. Explanations of these variances must be explicit and comprehensive, and must clearly identify the nature of the problems being experienced, the impact on the total contract, and the corrective actions taken or required. See Chapter Three of the C/SSR Joint Guide for examples of variance threshold methodologies. While this DID does not require the reporting of current period cost performance data, the PM may tailor the C/SSR CDRL DD Form 1423 to require current period variance analysis.

10.5.3 Normally, the amount shown in Block 7.g. of Column (7), total BAC (also called Total Allocated Budget (TAB)), will equal the amount shown in Block 6.e., CBB. This relationship is necessary to ensure that the BCWS and the BCWP provide meaningful indicators of contractual progress. If the TAB exceeds the CBB, it is an indication that an OTB has been implemented. In this case, the contractor shall reflect in Block 6.h. the report period end date of the C/SSR in which the latest approved OTB first appeared and shall provide the following information in the Narrative Explanation section of the C/SSR in which the latest approved OTB first appeared: the reasons for the OTB; the identity of the WBS element(s) to which additional budget was added; and the approval authority for the latest approved OTB. The Government and the contractor shall agree on what OTB information will appear in subsequent C/SSR submissions. Refer to Chapter Four of the C/SSR Joint Guide for more information on OTBs.

COST/SCHEDULE STATUS REPORT						DOLLARS IN _____		
1. CONTRACTOR		2. CONTRACT		3. PROGRAM		4. REPORT PERIOD		
a. NAME		a. NAME		a. NAME		a. FROM (YYMMDD)		
b. LOCATION (Address and ZIP Code)		b. NUMBER				b. TO (YYMMDD)		
		c. TYPE	d. SHARE RATIO	b. PHASE (X one)				
				<input type="checkbox"/> RDT&E	<input type="checkbox"/> PRODUCTION			
5. AUTHORIZED CONTRACTOR REPRESENTATIVE				c. SIGNATURE		d. DATE SIGNED (YYMMDD)		
a. NAME (Last, First, Middle Initial)		b. TITLE						
6. CONTRACT DATA								
a. ORIGINAL CONTRACT TARGET COST		b. NEGOTIATED CONTRACT CHANGES		c. CURRENT TARGET COST (a. + b.)		d. ESTIMATED COST OF AUTHORIZED UNPRICED WORK		
e. CONTRACT BUDGET BASE (c. + d.)		f. MANAGEMENT ESTIMATE AT COMPLETION		g. VARIANCE AT COMPLETION (e. - f.)		h. OVER TARGET BASELINE DATE (YYMMDD)		
7. PERFORMANCE DATA								
ITEM (1)	CUMULATIVE TO DATE					AT COMPLETION		
	BUDGETED COST		ACTUAL COST WORK PERFORMED (4)	VARIANCE		BUDGETED (7)	ESTIMATED (8)	VARIANCE (9)
	WORK SCHEDULED (2)	WORK PERFORMED (3)		SCHEDULE (5)	COST (6)			
a. WORK BREAKDOWN STRUCTURE ELEMENT								
b. COST OF MONEY								
c. GENERAL & ADMINISTRATIVE								
d. UNDISTRIBUTED BUDGET								
e. SUBTOTAL (Performance Measurement Baseline)								
f. MANAGEMENT RESERVE								
g. TOTAL								

SAMPLE FORMAT 1. Cost/Schedule Status Report

ATTACHMENT 4

LIST OF WAGE DETERMINATIONS

Location	County	State	Wage Determination	Revision Number	Revision Date
Lincoln	Lancaster	Nebraska	05-2325	3	05/29/07
Dallas	Dallas	Texas	05-2509	3	05/29/07

Note: Copies of the individual wage determinations can be found at <http://www.wdol.gov/>.

05-2325.txt

WD 05-2325 (Rev.-3) was first posted on www.wdol.gov on 06/05/2007

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

William W.Gross Division of
Director Wage Determinations

Wage Determination No.: 2005-2325
Revision No.: 3
Date Of Revision: 05/29/2007

States: Iowa, Nebraska

Area: Iowa Counties of Adams, Buena Vista, Cass, Cherokee, Clay, Crawford,
Dickinson, Fremont, Harrison, Ida, Lyon, Mills, Monona, Montgomery, Obrien, Osceola,
Page, Plymouth, Pottawattamie, Sac, Shelby, Sioux, Woodbury
Nebraska Counties of Burt, Butler, Cass, Cedar, Colfax, Cuming, Dakota, Dixon,
Dodge, Douglas, Gage, Johnson, Lancaster, Madison, Nemaha, Otoe, Pawnee, Pierce,
Richardson, Sarpy, Saunders, Stanton, Thurston, Washington, Wayne

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support And Clerical Occupations	
01011 - Accounting Clerk I	12.04
01012 - Accounting Clerk II	14.76
01013 - Accounting Clerk III	18.73
01020 - Administrative Assistant	20.14
01040 - Court Reporter	14.48
01051 - Data Entry Operator I	10.71
01052 - Data Entry Operator II	12.41
01060 - Dispatcher, Motor Vehicle	17.43
01070 - Document Preparation Clerk	12.72
01090 - Duplicating Machine Operator	12.72
01111 - General Clerk I	10.77
01112 - General Clerk II	13.10
01113 - General Clerk III	17.51
01120 - Housing Referral Assistant	17.28
01141 - Messenger Courier	9.71
01191 - Order Clerk I	10.98
01192 - Order Clerk II	11.94
01261 - Personnel Assistant (Employment) I	13.46
01262 - Personnel Assistant (Employment) II	17.58
01263 - Personnel Assistant (Employment) III	19.55
01270 - Production Control Clerk	16.58
01280 - Receptionist	11.04
01290 - Rental Clerk	10.85
01300 - Scheduler, Maintenance	13.00
01311 - Secretary I	13.00
01312 - Secretary II	14.48
01313 - Secretary III	17.28
01320 - Service Order Dispatcher	15.33
01410 - Supply Technician	20.14
01420 - Survey Worker	10.94
01531 - Travel Clerk I	11.02
01532 - Travel Clerk II	11.72
01533 - Travel Clerk III	12.44
01611 - Word Processor I	11.86

01612	- Word Processor II	13.46
01613	- Word Processor III	14.86
05000	- Automotive Service Occupations	
05005	- Automobile Body Repairer, Fiberglass	17.49
05010	- Automotive Electrician	18.67
05040	- Automotive Glass Installer	18.11
05070	- Automotive Worker	18.11
05110	- Mobile Equipment Servicer	16.74
05130	- Motor Equipment Metal Mechanic	19.24
05160	- Motor Equipment Metal Worker	18.11
05190	- Motor Vehicle Mechanic	17.69
05220	- Motor Vehicle Mechanic Helper	15.97
05250	- Motor Vehicle Upholstery Worker	17.83
05280	- Motor Vehicle Wrecker	18.11
05310	- Painter, Automotive	18.67
05340	- Radiator Repair Specialist	16.87
05370	- Tire Repairer	13.49
05400	- Transmission Repair Specialist	19.24
07000	- Food Preparation And Service Occupations	
07010	- Baker	10.60
07041	- Cook I	9.89
07042	- Cook II	10.60
07070	- Dishwasher	7.87
07130	- Food Service Worker	8.99
07210	- Meat Cutter	12.72
07260	- Waiter/Waitress	7.74
09000	- Furniture Maintenance And Repair Occupations	
09010	- Electrostatic Spray Painter	15.57
09040	- Furniture Handler	11.72
09080	- Furniture Refinisher	15.57
09090	- Furniture Refinisher Helper	13.32
09110	- Furniture Repairer, Minor	14.45
09130	- Upholsterer	15.57
11000	- General Services And Support Occupations	
11030	- Cleaner, Vehicles	9.18
11060	- Elevator Operator	9.18
11090	- Gardener	12.77
11122	- Housekeeping Aide	10.61
11150	- Janitor	9.98
11210	- Laborer, Grounds Maintenance	10.93
11240	- Maid or Houseman	8.75
11260	- Pruner	10.07
11270	- Tractor Operator	12.28
11330	- Trail Maintenance Worker	10.93
11360	- Window Cleaner	10.58
12000	- Health Occupations	
12010	- Ambulance Driver	14.46
12011	- Breath Alcohol Technician	15.06
12012	- Certified Occupational Therapist Assistant	15.63
12015	- Certified Physical Therapist Assistant	15.63
12020	- Dental Assistant	13.69
12025	- Dental Hygienist	30.10
12030	- EKG Technician	18.76
12035	- Electroneurodiagnostic Technologist	18.76
12040	- Emergency Medical Technician	14.46
12071	- Licensed Practical Nurse I	13.36
12072	- Licensed Practical Nurse II	15.02
12073	- Licensed Practical Nurse III	16.79
12100	- Medical Assistant	12.33
12130	- Medical Laboratory Technician	13.54
12160	- Medical Record Clerk	12.78
12190	- Medical Record Technician	14.41
12195	- Medical Transcriptionist	13.64

12210	- Nuclear Medicine Technologist	26.39
12221	- Nursing Assistant I	8.96
12222	- Nursing Assistant II	10.07
12223	- Nursing Assistant III	11.00
12224	- Nursing Assistant IV	12.34
12235	- Optical Dispenser	12.43
12236	- Optical Technician	9.58
12250	- Pharmacy Technician	12.08
12280	- Phlebotomist	12.93
12305	- Radiologic Technologist	18.99
12311	- Registered Nurse I	20.22
12312	- Registered Nurse II	24.68
12313	- Registered Nurse II, Specialist	24.68
12314	- Registered Nurse III	27.62
12315	- Registered Nurse III, Anesthetist	27.62
12316	- Registered Nurse IV	33.03
12317	- Scheduler (Drug and Alcohol Testing)	18.66
13000	- Information And Arts Occupations	
13011	- Exhibits Specialist I	16.47
13012	- Exhibits Specialist II	19.71
13013	- Exhibits Specialist III	24.08
13041	- Illustrator I	17.09
13042	- Illustrator II	21.08
13043	- Illustrator III	25.67
13047	- Librarian	21.80
13050	- Library Aide/Clerk	9.09
13054	- Library Information Technology Systems Administrator	19.71
13058	- Library Technician	13.72
13061	- Media Specialist I	14.16
13062	- Media Specialist II	17.00
13063	- Media Specialist III	18.96
13071	- Photographer I	12.98
13072	- Photographer II	14.86
13073	- Photographer III	17.43
13074	- Photographer IV	20.04
13075	- Photographer V	24.65
13110	- Video Teleconference Technician	10.21
14000	- Information Technology Occupations	
14041	- Computer Operator I	13.35
14042	- Computer Operator II	15.19
14043	- Computer Operator III	20.69
14044	- Computer Operator IV	22.16
14045	- Computer Operator V	24.58
14071	- Computer Programmer I (1)	21.98
14072	- Computer Programmer II (1)	26.11
14073	- Computer Programmer III (1)	27.62
14074	- Computer Programmer IV (1)	27.62
14101	- Computer Systems Analyst I (1)	27.62
14102	- Computer Systems Analyst II (1)	27.62
14103	- Computer Systems Analyst III (1)	27.62
14150	- Peripheral Equipment Operator	14.56
14160	- Personal Computer Support Technician	22.16
15000	- Instructional Occupations	
15010	- Aircrew Training Devices Instructor (Non-Rated)	25.14
15020	- Aircrew Training Devices Instructor (Rated)	27.62
15030	- Air Crew Training Devices Instructor (Pilot)	30.38
15050	- Computer Based Training Specialist / Instructor	27.62
15060	- Educational Technologist	24.68
15070	- Flight Instructor (Pilot)	30.38
15080	- Graphic Artist	19.90
15090	- Technical Instructor	16.82
15095	- Technical Instructor/Course Developer	21.15
15110	- Test Proctor	13.57

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15120 - Tutor	13.57
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.22
16030 - Counter Attendant	8.22
16040 - Dry Cleaner	9.95
16070 - Finisher, Flatwork, Machine	8.22
16090 - Presser, Hand	8.22
16110 - Presser, Machine, Drycleaning	8.22
16130 - Presser, Machine, Shirts	8.22
16160 - Presser, Machine, Wearing Apparel, Laundry	8.22
16190 - Sewing Machine Operator	10.52
16220 - Tailor	11.14
16250 - Washer, Machine	8.89
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	19.83
19040 - Tool And Die Maker	22.48
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	12.69
21030 - Material Coordinator	16.58
21040 - Material Expediter	16.58
21050 - Material Handling Laborer	12.00
21071 - Order Filler	10.69
21080 - Production Line Worker (Food Processing)	13.19
21110 - Shipping Packer	12.56
21130 - Shipping/Receiving Clerk	12.56
21140 - Store Worker I	10.55
21150 - Stock Clerk	13.43
21210 - Tools And Parts Attendant	12.69
21410 - Warehouse Specialist	12.69
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	21.60
23021 - Aircraft Mechanic I	20.57
23022 - Aircraft Mechanic II	21.60
23023 - Aircraft Mechanic III	22.68
23040 - Aircraft Mechanic Helper	17.07
23050 - Aircraft, Painter	21.46
23060 - Aircraft Servicer	19.10
23080 - Aircraft Worker	19.34
23110 - Appliance Mechanic	17.22
23120 - Bicycle Repairer	13.49
23125 - Cable Splicer	18.38
23130 - Carpenter, Maintenance	16.45
23140 - Carpet Layer	18.06
23160 - Electrician, Maintenance	20.57
23181 - Electronics Technician Maintenance I	17.68
23182 - Electronics Technician Maintenance II	23.35
23183 - Electronics Technician Maintenance III	23.92
23260 - Fabric Worker	15.84
23290 - Fire Alarm System Mechanic	17.12
23310 - Fire Extinguisher Repairer	14.91
23311 - Fuel Distribution System Mechanic	21.81
23312 - Fuel Distribution System Operator	18.36
23370 - General Maintenance Worker	15.09
23380 - Ground Support Equipment Mechanic	20.57
23381 - Ground Support Equipment Servicer	19.10
23382 - Ground Support Equipment Worker	19.34
23391 - Gunsmith I	14.64
23392 - Gunsmith II	16.44
23393 - Gunsmith III	18.05
23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.45
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility)	
19.13	
23430 - Heavy Equipment Mechanic	18.38

23440 - Heavy Equipment Operator	16.63
23460 - Instrument Mechanic	18.38
23465 - Laboratory/Shelter Mechanic	17.33
23470 - Laborer	10.85
23510 - Locksmith	17.74
23530 - Machinery Maintenance Mechanic	18.18
23550 - Machinist, Maintenance	17.93
23580 - Maintenance Trades Helper	13.32
23591 - Metrology Technician I	18.38
23592 - Metrology Technician II	18.72
23593 - Metrology Technician III	19.31
23640 - Millwright	18.66
23710 - Office Appliance Repairer	17.64
23760 - Painter, Maintenance	15.57
23790 - Pipefitter, Maintenance	23.85
23810 - Plumber, Maintenance	23.14
23820 - Pneudraulic Systems Mechanic	18.38
23850 - Rigger	18.38
23870 - Scale Mechanic	16.75
23890 - Sheet-Metal Worker, Maintenance	21.63
23910 - Small Engine Mechanic	15.09
23931 - Telecommunications Mechanic I	19.67
23932 - Telecommunications Mechanic II	23.31
23950 - Telephone Lineman	19.67
23960 - Welder, Combination, Maintenance	16.05
23965 - Well Driller	18.80
23970 - Woodcraft Worker	18.38
23980 - Woodworker	13.96
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.63
24580 - Child Care Center Clerk	13.10
24610 - Chore Aide	10.04
24620 - Family Readiness And Support Services Coordinator	11.54
24630 - Homemaker	15.23
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	19.95
25040 - Sewage Plant Operator	20.65
25070 - Stationary Engineer	19.95
25190 - Ventilation Equipment Tender	13.97
25210 - Water Treatment Plant Operator	20.65
27000 - Protective Service Occupations	
27004 - Alarm Monitor	14.66
27007 - Baggage Inspector	11.56
27008 - Corrections Officer	15.36
27010 - Court Security Officer	18.35
27030 - Detection Dog Handler	16.20
27040 - Detention Officer	15.36
27070 - Firefighter	18.35
27101 - Guard I	11.56
27102 - Guard II	15.13
27131 - Police Officer I	21.33
27132 - Police Officer II	23.71
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	11.17
28042 - Carnival Equipment Repairer	11.62
28043 - Carnival Equipment Worker	8.08
28210 - Gate Attendant/Gate Tender	12.14
28310 - Lifeguard	10.82
28350 - Park Attendant (Aide)	13.58
28510 - Recreation Aide/Health Facility Attendant	9.91
28515 - Recreation Specialist	13.53
28630 - Sports Official	10.82
28690 - Swimming Pool Operator	14.07

29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	17.33
29020 - Hatch Tender	17.33
29030 - Line Handler	17.33
29041 - Stevedore I	16.60
29042 - Stevedore II	18.25
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (2)	32.38
30011 - Air Traffic Control Specialist, Station (HFO) (2)	22.33
30012 - Air Traffic Control Specialist, Terminal (HFO) (2)	24.59
30021 - Archeological Technician I	14.41
30022 - Archeological Technician II	16.11
30023 - Archeological Technician III	19.96
30030 - Cartographic Technician	22.13
30040 - Civil Engineering Technician	18.28
30061 - Drafter/CAD Operator I	15.96
30062 - Drafter/CAD Operator II	17.82
30063 - Drafter/CAD Operator III	18.71
30064 - Drafter/CAD Operator IV	20.96
30081 - Engineering Technician I	12.10
30082 - Engineering Technician II	14.92
30083 - Engineering Technician III	17.21
30084 - Engineering Technician IV	22.17
30085 - Engineering Technician V	22.53
30086 - Engineering Technician VI	27.71
30090 - Environmental Technician	17.97
30210 - Laboratory Technician	20.10
30240 - Mathematical Technician	21.00
30361 - Paralegal/Legal Assistant I	15.24
30362 - Paralegal/Legal Assistant II	18.02
30363 - Paralegal/Legal Assistant III	22.03
30364 - Paralegal/Legal Assistant IV	26.65
30390 - Photo-Optics Technician	20.96
30461 - Technical Writer I	15.23
30462 - Technical Writer II	18.62
30463 - Technical writer III	23.87
30491 - Unexploded Ordnance (UXO) Technician I	20.58
30492 - Unexploded Ordnance (UXO) Technician II	24.90
30493 - Unexploded Ordnance (UXO) Technician III	29.85
30494 - Unexploded (UXO) Safety Escort	20.58
30495 - Unexploded (UXO) Sweep Personnel	20.58
30620 - Weather Observer, Combined Upper Air Or Surface Programs (3)	17.82
30621 - Weather Observer, Senior (3)	17.70
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	9.64
31030 - Bus Driver	12.96
31043 - Driver Courier	13.08
31260 - Parking and Lot Attendant	7.90
31290 - Shuttle Bus Driver	13.39
31310 - Taxi Driver	9.11
31361 - Truckdriver, Light	13.39
31362 - Truckdriver, Medium	18.74
31363 - Truckdriver, Heavy	17.19
31364 - Truckdriver, Tractor-Trailer	17.95
99000 - Miscellaneous Occupations	
99030 - Cashier	8.27
99050 - Desk Clerk	10.58
99095 - Embalmer	22.30
99251 - Laboratory Animal Caretaker I	10.85
99252 - Laboratory Animal Caretaker II	10.12
99310 - Mortician	26.90
99410 - Pest Controller	11.94
99510 - Photofinishing worker	11.20

99710 - Recycling Laborer	11.26
99711 - Recycling Specialist	13.73
99730 - Refuse Collector	10.38
99810 - Sales Clerk	11.36
99820 - School Crossing Guard	11.15
99830 - Survey Party Chief	22.61
99831 - Surveying Aide	12.23
99832 - Surveying Technician	15.52
99840 - Vending Machine Attendant	11.99
99841 - Vending Machine Repairer	13.36
99842 - Vending Machine Repairer Helper	11.99

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.16 per hour or \$126.40 per week or \$547.73 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, 4 weeks after 15 years, and 5 weeks after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All

operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A link to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} when multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be

conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation) and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

05-2509.txt

WD 05-2509 (Rev.-3) was first posted on www.wdol.gov on 06/05/2007

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

William W.Gross Division of
Director Wage Determinations

Wage Determination No.: 2005-2509
Revision No.: 3
Date Of Revision: 05/29/2007

State: Texas

Area: Texas Counties of Collin, Cooke, Dallas, Delta, Denton, Ellis, Fannin,
Grayson, Henderson, Hopkins, Hunt, Kaufman, Lamar, Navarro, Rains, Rockwall, Smith,
Van Zandt, Wood

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support And Clerical Occupations	
01011 - Accounting Clerk I	13.50
01012 - Accounting Clerk II	15.24
01013 - Accounting Clerk III	17.10
01020 - Administrative Assistant	22.12
01040 - Court Reporter	16.44
01051 - Data Entry Operator I	11.72
01052 - Data Entry Operator II	13.18
01060 - Dispatcher, Motor Vehicle	19.42
01070 - Document Preparation Clerk	11.98
01090 - Duplicating Machine Operator	11.98
01111 - General Clerk I	10.29
01112 - General Clerk II	12.10
01113 - General Clerk III	13.99
01120 - Housing Referral Assistant	19.91
01141 - Messenger Courier	9.80
01191 - Order Clerk I	11.72
01192 - Order Clerk II	14.68
01261 - Personnel Assistant (Employment) I	13.85
01262 - Personnel Assistant (Employment) II	16.41
01263 - Personnel Assistant (Employment) III	19.53
01270 - Production Control Clerk	19.14
01280 - Receptionist	13.36
01290 - Rental Clerk	14.37
01300 - Scheduler, Maintenance	15.85
01311 - Secretary I	15.85
01312 - Secretary II	17.12
01313 - Secretary III	19.91
01320 - Service Order Dispatcher	15.88
01410 - Supply Technician	22.12
01420 - Survey Worker	16.44
01531 - Travel Clerk I	11.79
01532 - Travel Clerk II	12.67
01533 - Travel Clerk III	13.60
01611 - Word Processor I	12.80
01612 - Word Processor II	14.37
01613 - Word Processor III	16.44
05000 - Automotive Service Occupations	

05005	- Automobile Body Repairer, Fiberglass	20.00
05010	- Automotive Electrician	21.33
05040	- Automotive Glass Installer	19.38
05070	- Automotive Worker	20.39
05110	- Mobile Equipment Servicer	17.15
05130	- Motor Equipment Metal Mechanic	20.52
05160	- Motor Equipment Metal worker	19.38
05190	- Motor Vehicle Mechanic	21.27
05220	- Motor Vehicle Mechanic Helper	15.99
05250	- Motor Vehicle Upholstery Worker	18.35
05280	- Motor Vehicle wrecker	19.38
05310	- Painter, Automotive	22.43
05340	- Radiator Repair Specialist	19.38
05370	- Tire Repairer	12.44
05400	- Transmission Repair Specialist	20.52
07000	- Food Preparation And Service Occupations	
07010	- Baker	11.26
07041	- Cook I	9.05
07042	- Cook II	10.24
07070	- Dishwasher	8.38
07130	- Food Service Worker	8.26
07210	- Meat Cutter	13.11
07260	- Waiter/waitress	7.53
09000	- Furniture Maintenance And Repair Occupations	
09010	- Electrostatic Spray Painter	15.32
09040	- Furniture Handler	10.24
09080	- Furniture Refinisher	15.32
09090	- Furniture Refinisher Helper	12.02
09110	- Furniture Repairer, Minor	13.78
09130	- Upholsterer	16.35
11000	- General Services And Support Occupations	
11030	- Cleaner, Vehicles	9.54
11060	- Elevator Operator	8.31
11090	- Gardener	11.76
11122	- Housekeeping Aide	8.60
11150	- Janitor	9.70
11210	- Laborer, Grounds Maintenance	10.05
11240	- Maid or Houseman	8.04
11260	- Pruner	9.70
11270	- Tractor Operator	11.43
11330	- Trail Maintenance Worker	10.05
11360	- Window Cleaner	11.12
12000	- Health Occupations	
12010	- Ambulance Driver	13.45
12011	- Breath Alcohol Technician	18.48
12012	- Certified Occupational Therapist Assistant	21.50
12015	- Certified Physical Therapist Assistant	20.03
12020	- Dental Assistant	16.36
12025	- Dental Hygienist	30.98
12030	- EKG Technician	23.87
12035	- Electroneurodiagnostic Technologist	23.87
12040	- Emergency Medical Technician	13.45
12071	- Licensed Practical Nurse I	16.52
12072	- Licensed Practical Nurse II	18.48
12073	- Licensed Practical Nurse III	20.60
12100	- Medical Assistant	12.70
12130	- Medical Laboratory Technician	15.88
12160	- Medical Record Clerk	13.45
12190	- Medical Record Technician	13.77
12195	- Medical Transcriptionist	13.45
12210	- Nuclear Medicine Technologist	28.99
12221	- Nursing Assistant I	8.82
12222	- Nursing Assistant II	10.41

12223	- Nursing Assistant III	10.92
12224	- Nursing Assistant IV	12.29
12235	- Optical Dispenser	13.52
12236	- Optical Technician	11.39
12250	- Pharmacy Technician	13.14
12280	- Phlebotomist	13.27
12305	- Radiologic Technologist	23.09
12311	- Registered Nurse I	23.05
12312	- Registered Nurse II	27.28
12313	- Registered Nurse II, Specialist	27.28
12314	- Registered Nurse III	33.91
12315	- Registered Nurse III, Anesthetist	33.91
12316	- Registered Nurse IV	40.63
12317	- Scheduler (Drug and Alcohol Testing)	24.20
13000	- Information And Arts Occupations	
13011	- Exhibits Specialist I	17.54
13012	- Exhibits Specialist II	21.92
13013	- Exhibits Specialist III	26.79
13041	- Illustrator I	20.98
13042	- Illustrator II	25.98
13043	- Illustrator III	29.14
13047	- Librarian	30.67
13050	- Library Aide/Clerk	12.64
13054	- Library Information Technology Systems Administrator	21.03
13058	- Library Technician	13.46
13061	- Media Specialist I	14.39
13062	- Media Specialist II	16.10
13063	- Media Specialist III	17.94
13071	- Photographer I	14.38
13072	- Photographer II	16.93
13073	- Photographer III	21.16
13074	- Photographer IV	24.89
13075	- Photographer V	28.62
13110	- Video Teleconference Technician	14.80
14000	- Information Technology Occupations	
14041	- Computer Operator I	14.37
14042	- Computer Operator II	16.76
14043	- Computer Operator III	20.78
14044	- Computer Operator IV	23.31
14045	- Computer Operator V	26.33
14071	- Computer Programmer I (1)	21.71
14072	- Computer Programmer II (1)	26.89
14073	- Computer Programmer III (1)	27.62
14074	- Computer Programmer IV (1)	27.62
14101	- Computer Systems Analyst I (1)	27.62
14102	- Computer Systems Analyst II (1)	27.62
14103	- Computer Systems Analyst III (1)	27.62
14150	- Peripheral Equipment Operator	14.01
14160	- Personal Computer Support Technician	23.31
15000	- Instructional Occupations	
15010	- Aircrew Training Devices Instructor (Non-Rated)	25.11
15020	- Aircrew Training Devices Instructor (Rated)	28.62
15030	- Air Crew Training Devices Instructor (Pilot)	31.48
15050	- Computer Based Training Specialist / Instructor	29.32
15060	- Educational Technologist	28.68
15070	- Flight Instructor (Pilot)	31.48
15080	- Graphic Artist	21.87
15090	- Technical Instructor	22.61
15095	- Technical Instructor/Course Developer	26.97
15110	- Test Proctor	18.16
15120	- Tutor	18.16
16000	- Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010	- Assembler	8.42

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16030	- Counter Attendant	8.42
16040	- Dry Cleaner	10.72
16070	- Finisher, Flatwork, Machine	8.42
16090	- Presser, Hand	8.42
16110	- Presser, Machine, Drycleaning	8.42
16130	- Presser, Machine, Shirts	8.42
16160	- Presser, Machine, Wearing Apparel, Laundry	8.42
16190	- Sewing Machine Operator	11.29
16220	- Tailor	12.04
16250	- Washer, Machine	9.20
19000	- Machine Tool Operation And Repair Occupations	
19010	- Machine-Tool Operator (Tool Room)	16.60
19040	- Tool And Die Maker	19.07
21000	- Materials Handling And Packing Occupations	
21020	- Forklift Operator	15.02
21030	- Material Coordinator	18.98
21040	- Material Expediter	18.98
21050	- Material Handling Laborer	12.80
21071	- Order Filler	10.76
21080	- Production Line Worker (Food Processing)	15.02
21110	- Shipping Packer	12.67
21130	- Shipping/Receiving Clerk	12.67
21140	- Store Worker I	9.73
21150	- Stock Clerk	14.11
21210	- Tools And Parts Attendant	14.96
21410	- Warehouse Specialist	15.02
23000	- Mechanics And Maintenance And Repair Occupations	
23010	- Aerospace Structural Welder	25.79
23021	- Aircraft Mechanic I	24.62
23022	- Aircraft Mechanic II	25.79
23023	- Aircraft Mechanic III	26.99
23040	- Aircraft Mechanic Helper	16.70
23050	- Aircraft, Painter	21.96
23060	- Aircraft Servicer	19.15
23080	- Aircraft Worker	20.24
23110	- Appliance Mechanic	16.85
23120	- Bicycle Repairer	12.44
23125	- Cable Splicer	19.60
23130	- Carpenter, Maintenance	15.68
23140	- Carpet Layer	16.43
23160	- Electrician, Maintenance	20.94
23181	- Electronics Technician Maintenance I	18.45
23182	- Electronics Technician Maintenance II	25.68
23183	- Electronics Technician Maintenance III	29.34
23260	- Fabric Worker	16.68
23290	- Fire Alarm System Mechanic	16.14
23310	- Fire Extinguisher Repairer	13.04
23311	- Fuel Distribution System Mechanic	19.17
23312	- Fuel Distribution System Operator	16.29
23370	- General Maintenance Worker	14.63
23380	- Ground Support Equipment Mechanic	24.62
23381	- Ground Support Equipment Servicer	19.15
23382	- Ground Support Equipment Worker	20.24
23391	- Gunsmith I	13.04
23392	- Gunsmith II	14.98
23393	- Gunsmith III	16.63
23410	- Heating, Ventilation And Air-Conditioning Mechanic	17.93
23411	- Heating, Ventilation And Air Condtioning Mechanic (Research Facility)	18.61
23430	- Heavy Equipment Mechanic	17.13
23440	- Heavy Equipment Operator	16.14
23460	- Instrument Mechanic	18.10
23465	- Laboratory/Shelter Mechanic	15.76

23470 - Laborer	10.80
23510 - Locksmith	16.15
23530 - Machinery Maintenance Mechanic	19.09
23550 - Machinist, Maintenance	15.93
23580 - Maintenance Trades Helper	12.02
23591 - Metrology Technician I	18.10
23592 - Metrology Technician II	18.67
23593 - Metrology Technician III	19.84
23640 - Millwright	18.95
23710 - Office Appliance Repairer	17.15
23760 - Painter, Maintenance	15.32
23790 - Pipefitter, Maintenance	20.42
23810 - Plumber, Maintenance	19.53
23820 - Pneudraulic Systems Mechanic	16.63
23850 - Rigger	17.69
23870 - Scale Mechanic	14.98
23890 - Sheet-Metal Worker, Maintenance	16.62
23910 - Small Engine Mechanic	14.69
23931 - Telecommunications Mechanic I	21.42
23932 - Telecommunications Mechanic II	22.42
23950 - Telephone Lineman	21.34
23960 - Welder, Combination, Maintenance	16.14
23965 - Well Driller	16.15
23970 - Woodcraft Worker	16.14
23980 - Woodworker	12.88
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	10.73
24580 - Child Care Center Clerk	13.39
24610 - Chore Aide	7.01
24620 - Family Readiness And Support Services Coordinator	10.30
24630 - Homemaker	17.11
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	22.92
25040 - Sewage Plant Operator	16.85
25070 - Stationary Engineer	22.92
25190 - Ventilation Equipment Tender	13.22
25210 - Water Treatment Plant Operator	16.05
27000 - Protective Service Occupations	
27004 - Alarm Monitor	15.79
27007 - Baggage Inspector	12.79
27008 - Corrections Officer	16.52
27010 - Court Security Officer	19.11
27030 - Detection Dog Handler	11.63
27040 - Detention Officer	17.43
27070 - Firefighter	19.80
27101 - Guard I	11.63
27102 - Guard II	16.68
27131 - Police Officer I	24.76
27132 - Police Officer II	27.51
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.57
28042 - Carnival Equipment Repairer	10.87
28043 - Carnival Equipment Worker	8.16
28210 - Gate Attendant/Gate Tender	12.56
28310 - Lifeguard	11.19
28350 - Park Attendant (Aide)	14.05
28510 - Recreation Aide/Health Facility Attendant	10.25
28515 - Recreation Specialist	13.52
28630 - Sports Official	11.19
28690 - Swimming Pool Operator	18.17
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	15.81
29020 - Hatch Tender	15.81

29030	- Line Handler	15.81
29041	- Stevedore I	14.49
29042	- Stevedore II	16.12
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (2)	33.50
30011	- Air Traffic Control Specialist, Station (HFO) (2)	23.10
30012	- Air Traffic Control Specialist, Terminal (HFO) (2)	25.44
30021	- Archeological Technician I	16.85
30022	- Archeological Technician II	18.85
30023	- Archeological Technician III	23.51
30030	- Cartographic Technician	23.51
30040	- Civil Engineering Technician	21.37
30061	- Drafter/CAD Operator I	15.75
30062	- Drafter/CAD Operator II	18.85
30063	- Drafter/CAD Operator III	21.01
30064	- Drafter/CAD Operator IV	25.86
30081	- Engineering Technician I	14.51
30082	- Engineering Technician II	16.28
30083	- Engineering Technician III	18.21
30084	- Engineering Technician IV	22.56
30085	- Engineering Technician V	27.60
30086	- Engineering Technician VI	33.40
30090	- Environmental Technician	21.14
30210	- Laboratory Technician	22.28
30240	- Mathematical Technician	23.51
30361	- Paralegal/Legal Assistant I	17.17
30362	- Paralegal/Legal Assistant II	21.33
30363	- Paralegal/Legal Assistant III	26.20
30364	- Paralegal/Legal Assistant IV	31.47
30390	- Photo-Optics Technician	23.51
30461	- Technical writer I	20.45
30462	- Technical writer II	25.02
30463	- Technical writer III	30.28
30491	- Unexploded Ordnance (UXO) Technician I	21.29
30492	- Unexploded Ordnance (UXO) Technician II	25.76
30493	- Unexploded Ordnance (UXO) Technician III	30.87
30494	- Unexploded (UXO) Safety Escort	21.29
30495	- Unexploded (UXO) Sweep Personnel	21.29
30620	- Weather Observer, Combined Upper Air Or Surface Programs (3)	21.01
30621	- Weather Observer, Senior (3)	19.91
31000	- Transportation/Mobile Equipment Operation Occupations	
31020	- Bus Aide	9.70
31030	- Bus Driver	14.19
31043	- Driver Courier	14.28
31260	- Parking and Lot Attendant	8.41
31290	- Shuttle Bus Driver	14.15
31310	- Taxi Driver	9.76
31361	- Truckdriver, Light	14.28
31362	- Truckdriver, Medium	17.88
31363	- Truckdriver, Heavy	17.35
31364	- Truckdriver, Tractor-Trailer	17.35
99000	- Miscellaneous Occupations	
99030	- Cashier	8.76
99050	- Desk Clerk	9.75
99095	- Embalmer	18.54
99251	- Laboratory Animal Caretaker I	10.06
99252	- Laboratory Animal Caretaker II	11.00
99310	- Mortician	22.06
99410	- Pest Controller	14.84
99510	- Photofinishing Worker	11.19
99710	- Recycling Laborer	13.68
99711	- Recycling Specialist	16.21
99730	- Refuse collector	12.10

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99810 - Sales Clerk	11.28
99820 - School Crossing Guard	9.30
99830 - Survey Party Chief	20.36
99831 - Surveying Aide	12.20
99832 - Surveying Technician	15.63
99840 - Vending Machine Attendant	11.64
99841 - Vending Machine Repairer	14.07
99842 - Vending Machine Repairer Helper	11.61

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.16 per hour or \$126.40 per week or \$547.73 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to

ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordance, explosive, and incendiary ordance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} when multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation) and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

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