

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER SCO20001, SCO20005, FDS200006		PAGE OF 1 12	
2. CONTRACT NO. HSHQDC-16-D-P2018		3. AWARD/ EFFECTIVE DATE		4. ORDER NUMBER 70SBUR20F00000021		5. SOLICITATION NUMBER 70SBUR19R00000040	
						6. SOLICITATION ISSUE DATE 07/29/2019	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Sara Riordan		b. TELEPHONE NUMBER (No collect calls) 802-872-4126		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100.00 % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED <input type="checkbox"/> SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input checked="" type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: SIZE STANDARD: \$7.5			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING	
15. DELIVER TO Department of Homeland Security U.S. Citizenship & Immigration Svcs Service Center Operations 20 Massachusetts Avenue, NW, 2nd Fl Washington DC 20529		16. ADMINISTERED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP			
17a. CONTRACTOR/ OFFEROR INTERIOR SYSTEMS INC ISI PROFESSIONAL SERVICES 8280 WILLOW OAKS CORPORATE DR SUITE 150 FAIRFAX VA 22031-4518		18a. PAYMENT WILL BE MADE BY See Invoicing Instructions		17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM	
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY		22. UNIT	
		DUNS Number: 556170926+0000 The requirements under this task order shall be performed in accordance with Attachment 2, Performance Work Statement and its attachments, which are incorporated into this order. Attachment 1, Schedule of Services, is also incorporated into this order. This order is subject to the terms and conditions of the awardee's PACTS II contract as well as the below terms and conditions. (Use Reverse and/or Attach Additional Sheets as Necessary)					
						23. UNIT PRICE	
						24. AMOUNT	
25. ACCOUNTING AND APPROPRIATION DATA See schedule				26. TOTAL AWARD AMOUNT (For Govt. Use Only)			
27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				29. AWARD OF CONTRACT: ISI's OFFER DATED 08/12/2019. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: 100%			
30a. NAME AND TITLE OF SIGNER (Type or print) Christopher J. Lefebvre, President				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) Amy L. Rotax			
30b. DATE SIGNED 1/28/2020				31b. NAME OF CONTRACTING OFFICER (Type or print) AMY L. ROTAX			
30c. DATE SIGNED 01/28/2020				31c. DATE SIGNED			

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	<p>This task order will begin after issuance of the authorization to proceed (ATP) to begin the 1 month transition period (CLIN 0006). After the transition period there will be a second ATP to begin the base period.</p> <p>Period of Performance: 02/01/2020 to 02/28/2023</p> <p>TRANSITION PERIOD (1 Month) + BASE PERIOD (11 Months)</p> <p>Transition: 2/1/2020-2/29/2020</p> <p>Base Period: 3/1/2020-1/31/2021</p> <p>PROGRAM MANAGEMENT (FFP)</p> <p>The contractor shall conduct program management in accordance with the performance work statement (section 5.1 and 5.2)</p> <p>Product Service Code (PSC): R699</p> <p>Accounting Info: SCDATA0 000 EP 20-05-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded:</p>	11	MO		
0002	<p>CORRESPONDENCE OPERATIONS (LH)</p> <p>The contractor shall perform correspondence</p> <p>Continued ...</p>		LH		

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY (<i>Print</i>)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (<i>Location</i>)	
			42c. DATE REC'D (YY/MM/DD)	42d. TOTAL CONTAINERS

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSHQDC-16-D-P2018/70SBUR20F00000021PAGE OF
3 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0002 AA	operations in accordance with the performance work statement (section 5.3) Not Separately Priced (NSP) CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. Not to Exceed (NTE) (PSC): R699 Accounting Info: SCDATA0 000 EP 20-05-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded:	1	LO		
0002 AB	CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE (PSC): R699 Amount: (Option Line Item)	1	LO		
0003	FILE OPERATIONS (LH) The contractor shall perform file operation services in accordance with the performance work statement (section 5.4, 5.5, and 5.6) Not Separately Priced (NSP)		LH		
0003 AA	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE (PSC): R699 Accounting Info: SCDATA0 000 EP 20-05-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded: Accounting Info: Continued ...	1	LO		

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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4 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0003 AB	SCDATA 000 EX 20-02-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded: Accounting Info: SCDATA0 000 EX 20-02-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded: FILE OPERATIONS (LH)	1	LO		
	The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE (PSC): R699 Amount: (Option Line Item)				
0003 AC	FILE OPERATIONS (LH)	1	LO		
	The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE (PSC): R699 Amount: (Option Line Item)				
0004	FRAUD DETECTION AND NATIONAL SECURITY (FDNS) SUPPORT (LH)	1	LO		
	The contractor shall perform FDNS support services in accordance with the performance work statement (section 5.7) NTE (PSC): R699 Accounting Info: SCDATA0 PSC EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-76-00 000000 Funded:				
0005	OVERTIME (Labor Hour) Continued ...	1	LO		

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5 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	To be billed towards CLINS 0002 through 0004 The contractor shall perform overtime services in accordance with the performance work statement (section 5.8) constitutes a ceiling that shall not be exceeded by the contractor. This is an optional CLIN that will be exercised at the discretion of the government. (PSC): R699 Amount: (Option Line Item) Accounting Info: SCDATA0 000 EX 20-02-00-000 26-00-0000-00-00-00-00 GE-25-76-00 000000 Funded:				
0006	TRANSITION IN PERIOD (1 Month) (FFP) (PSC): R699	1	MO		
1001	OPTION PERIOD 1 (12 MONTHS) 2/1/2021-1/31/2022 PROGRAM MANAGEMENT (FFP) The contractor shall conduct program management in accordance with the performance work statement (section 5.1 and 5.2) (PSC): R699 Amount: (Option Line Item)	12	MO		
1002	CORRESPONDENCE OPERATIONS (LH) The contractor shall perform correspondence operations in accordance with the performance work statement (section 5.3) Not Separately Priced (NSP) Amount: (Option Line Item)		LH		
1002 AA	CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE (PSC): R699 Amount: (Option Line Item) Continued ...	1	LO		

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REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSHQDC-16-D-P2018/70SBUR20F00000021PAGE OF
6 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1002 AB	CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE (PSC): R699 Amount: (Option Line Item)	1	LO		
1003	FILE OPERATIONS (LH) The contractor shall perform file operation services in accordance with the performance work statement (section 5.4, 5.5, and 5.6) Not Separately Priced (NSP) Amount: Option Line Item)		LH		
1003 AA	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
1003 AB	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE (PSC):R699 Amount: (Option Line Item)	1	LO		
1003 AC	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. Continued ...	1	LC		

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NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE: (PSC): R699 Amount: (Option Line Item)				
1004	FRAUD DETECTION AND NATIONAL SECURITY (FDNS) SUPPORT (LH) The contractor shall perform FDNS support services in accordance with the performance work statement (section 5.7) NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
1005	OVERTIME (Labor Hour) To be billed towards CLINS 1002 through 1004 The contractor shall perform overtime services in accordance with the performance work statement (section 5.8) constitutes a ceiling that shall not be exceeded by the contractor. (PSC): R699 Amount: (Option Line Item)	1	LO		
2001	OPTION PERIOD 2 (12 MONTHS) 2/1/2022-1/31/2023 PROGRAM MANAGEMENT (FFP) The contractor shall conduct program management in accordance with the performance work statement (section 5.1 and 5.2) (PSC): R699 Amount: (Option Line Item)	12	MO		
2002	CORRESPONDENCE OPERATIONS (LH) The contractor shall perform correspondence operations in accordance with the performance work statement (section 5.3) Continued ...		LH		

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8 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2002 AA	Not Separately Priced (NSP) Amount: (Option Line Item) CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
2002 AB	CORRESPONDENCE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
2003	FILE OPERATIONS (LH) The contractor shall perform file operation services in accordance with the performance work statement (section 5.4, 5.5, and 5.6) Not Separately Priced (NSP) Amount: Option Line Item)		LH		
2003 AA	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
2003 AB	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the Continued ...	1	LO		

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9 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	current period of performance. NTE: (PSC): R699 Amount: (Option Line Item)				
2003 AC	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
2004	FRAUD DETECTION AND NATIONAL SECURITY (FDNS) SUPPORT (LH) The contractor shall perform FDNS support services in accordance with the performance work statement (section 5.7) NTE: (PSC): R699 Amount: (Option Line Item)	1	LO		
2005	OVERTIME (Labor Hour) To be billed towards CLINS 2002 through 2004. The contractor shall perform overtime services in accordance with the performance work statement (section 5.8) constitutes a ceiling that shall not be exceeded by the contractor. This is an optional CLIN that will be exercised at the discretion of the government. (PSC): R699 Amount: (Option Line Item)	1	LO		
3001	OPTION PERIOD 3 (1 MONTH) 2/1/2023-2/28/2023 PROGRAM MANAGEMENT (FFP) Continued ...	1	MO		

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10 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	The contractor shall conduct program management in accordance with the performance work statement (section 5.1 and 5.2) Amount: (Option Line Item)				
3002	CORRESPONDENCE OPERATIONS (LH)		LH		
	The contractor shall perform correspondence operations in accordance with the performance work statement (section 5.3) Not Separately Priced (NSP) Amount: (Option Line Item)				
3002 AA	CORRESPONDENCE OPERATIONS (LH)	1	LO		
	The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. NTE PSC: R699 Amount: (Option Line Item)				
3002 AB	CORRESPONDENCE OPERATIONS (LH)	1	LO		
	The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE PSC: R699 Amount: (Option Line Item)				
3003	FILE OPERATIONS (LH)		LH		
	The contractor shall perform file operation services in accordance with the performance work statement (section 5.4, 5.5, and 5.6) Not Separately Priced (NSP) Amount: (Option Line Item)				
3003 AA	FILE OPERATIONS (LH)	1	LO		
	The total value of this sub-clin constitutes a Continued ...				

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11 12NAME OF OFFEROR OR CONTRACTOR
INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
3003 AB	ceiling that the contractor shall not exceed. NTE PSC: R699 Amount: (Option Line Item) FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE PSC: R699 Amount: (Option Line Item)	1	LO		
3003 AC	FILE OPERATIONS (LH) The total value of this sub-clin constitutes a ceiling that the contractor shall not exceed. This is an optional CLIN that will be exercised at the discretion of the government within the current period of performance. NTE PSC: R699 Amount: (Option Line Item)	1	LO		
3004	FRAUD DETECTION AND NATIONAL SECURITY (FDNS) SUPPORT (LH) The contractor shall perform FDNS support services in accordance with the performance work statement (section 5.7) NTE PSC: R699 Amount: (Option Line Item) The following are the points of contact assigned to this order: Contracting Officer Representative (COR): HQ Primary: Ursula Kelly, Ursula.Y.Kelly@uscis.dhs.gov, 202-740-5814 Continued ...	1	LO		

NAME OF OFFEROR OR CONTRACTOR
 INTERIOR SYSTEMS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>HQ Alternate: Annie Chen, Xian.H.Chen@uscis.dhs.gov, 202-272-1088 On Site Primary: David Umoru, David.E.Umoru@uscis.dhs.gov, 703-603-6317 On Site Alternate: Myriam Vilmenay, myriam.vilmenay@uscis.dhs.gov, 703-603-4379</p> <p>Contract Specialist: Sara Riordan, sara.riordan@uscis.dhs.gov, 802-872-4126</p> <p>Contracting Officer: Amy Rotax, Amy.L.Rotax@uscis.dhs.gov, 802-827-4503</p> <p>The total amount of award: \$41,480,863.48. The obligation for this award is shown in box 26.</p>				

TERMS & CONDITIONS

FAR CLAUSES INCORPORATED BY REFERENCE

52.203-19	Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements	Jan 2017
52.224-3	Privacy Training Alternate 1	Jan 2017
52.204-18	Commercial and Government Entity Code Maintenance	Jul 2016
52.212-4 Alt I	Contract Terms and Conditions – Commercial Items	Jan 2017
	Fill in:	
	(a)(4): 10%	
	(e)(1)(iii)(D): None	
	(i)(1)(ii)(D)(1): None	
	(i)(1)(ii)(D)(2): None	
52.222-17	Nondisplacement of Qualified Workers	May 2014
52.222-41	Service Contract Labor Standards	Aug 2018
52.222-43	Fair Labor Standards Act and Service Contract Labor Standards -- Price Adjustment	Aug 2018
52.224-3	Privacy Training—Alternate 1	Jan 2017
52.227-14	Rights in Data – General	May 2014
52.232-39	Unenforceability of Unauthorized Obligations	Jun 2013
52.237-3	Continuity of Services	Jan 1991
52.245-1	Government Property	Jan 2017
52.245-9	Use and Charges	Apr 2012

FAR CLAUSES INCORPORATED BY FULL TEXT

52.217-7	Option for Increased Quantity – Separately Priced Line Item	Mar 1989
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The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor **within the current period of performance; provided that at least 10 days' notice is provided**. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

52.217-9	Option to Extend the Term of the Contract	Mar 2000
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(a) The Government may extend the term of this contract by written notice to the Contractor within **30 days of the expiration of the current period of performance**; 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 39 months, inclusive of transition.

(End of Clause)

52.222-42

Statement of Equivalent Rates for Federal Hires

May 2014

In compliance with the Service Contract Labor Standards statute 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

Potomac Service Center
2200 Potomac Center Drive
Arlington, VA 20598
(Fairfax County)

Employee Class	Series / Grade / Wages / Fringe Benefits
Production Control Clerk	GS-0305-05 , \$37,955.00
Personnel Assistant II	GS-0203-08 , \$52,068.00
Administrative Assistant	GS-0341-07 , \$47,016.00
General Clerk III (Quality Analyst) -Day	GS-0335-11 , \$69,581.00
General Clerk III (QA Analyst)- Night	GS-0335-11 , \$69,581.00
Courier/Driver	WG-5703-06 , \$22.65
Administrative/Clerk (GC I) - Night	GS-0303-05 , \$37,955.00
Administrative/Clerk (GC I) - Day	GS-0303-05 , \$37,955.00
Administrative/Clerk (GC II) - Day	GS-0303-07 , \$47,016.00
Administrative/Clerk (GC II) - Night	GS-0303-07 , \$47,016.00
Data Entry Operator II - Day	GS-0303-07 , \$47,016.00
Data Entry Operator II - Night	GS-0303-07 , \$47,016.00
Accounting Clerk I - Day	GS-0503-05 , \$37,955.00

(End of Clause)

HSAR CLAUSES INCORPORATED BY REFERENCE

3052.205-70	Advertisements, Publicizing Awards, and Releases	Sep 2012
3052.222-70	Strikes or Picketing Affecting Timely Completion of the Contract Work	Dec 2003
3052.222-71	Strikes or Picketing Affecting Access to a DHS Facility	Dec 2003

HSAR CLAUSES INCORPORATED IN FULL TEXT

3052.204-71 – Contractor Employee Access

(Sept 2012)

(a) Sensitive Information, as used in this clause, means any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest, the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the contracting officer. Upon the contracting officer's request, the contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The contracting officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the contracting officer. For those contractor employees authorized access to sensitive

information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to government facilities, sensitive information, or resources.

(End of clause)

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 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 replace personnel or facilities until the contracting officer approves the change.

Resumes of key personnel shall be provided to the Contracting Officer within a week after award to validate that all requirements are met. The Key Personnel under this contract are as follows:

Program Manager

Site Manager

Quality Manager

Human Resource Manager

Transition Manager

The qualifications for each of these positions are located in PWS section 5.10. Qualifications shall be evaluated after task order award as well as during order administration.

(End of clause)

OTHER TERMS AND CONDITIONS

Additional Invoicing Instructions

The contractor shall invoice no more than twice monthly. No more than two invoices per month can be submitted to the Government (except for those invoices that contain errors and need to be re-submitted).

(a) In accordance with FAR 52.212-4(g), all invoices submitted to USCIS for payment shall include the following:

(1) Name and address of the contractor.

(2) Invoice date and invoice number.

(3) Task order number or other authorization for supplies delivered or services performed (including order number and contract line item number).

(4) Description, quantity, unit of measure, period of performance, unit price, and extended price of supplies delivered or services performed.

(5) Shipping and payment terms.

(6) Name and address of contractor official to whom payment is to be sent.

(7) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.

(8) Taxpayer Identification Number (TIN).

(b) Invoices not meeting these requirements will be rejected and not paid until a corrected invoice meeting the requirements is received.

(c) USCIS' preferred method for invoice submission is electronically. Invoices shall be submitted in Adobe pdf format with each pdf file containing only one invoice. The pdf files shall be submitted electronically to

USCISInvoice.Consolidation@ice.dhs.gov with each email conforming to a size limit of 500 KB.

(d) If a paper invoice is submitted, mail the invoice to:

USCIS Invoice Consolidation
PO Box 1000
Williston, VT 05495

(End of Clause)

Performance Reporting

The government intends to record and maintain contractor performance information for this task order in accordance with FAR Subpart 42.15. The contractor shall enroll at www.cpars.gov so it can participate in this process.

(End of Clause)

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 of or under this task order 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.

(End of Clause)

Authorization to Proceed (ATP)

(a) Performance of the work requires unescorted access to government facilities or automated systems, and/or access to sensitive and/or classified information. The Attachment titled Security Requirements applies.

(b) The contractor is responsible for submitting packages for employees who will receive favorable Entry-On-Duty (EOD) decisions and suitability determinations, and for submitting them in a timely manner. A government decision not to grant a favorable EOD decision or suitability determination, or to later withdraw or terminate such, shall not excuse the contractor from performance of its obligations under this task order.

(c) The contractor shall submit background investigation packages immediately following task order award.

(d) This task order does not provide for direct payment to the contractor for EOD efforts. Work for which direct payment is not provided is a subsidiary obligation of the contractor.

(e) The government intends for the transition-in CLIN to begin approximately 15 days after the task order award (to allow for EODs of transition staff). The contracting officer will issue a transition authorization to proceed (ATP) at least one day before transition is to begin.

(f) The total transition-in period shall last for no more than 30 days. Successful completion of the transition period shall occur prior to any authorization to proceed with full performance. The contracting officer will issue a full performance ATP at least one day before full performance is to begin.

(End of Clause)

Government-Furnished Property

(a) Upon the contractor's request that a contractor employee be granted access to a government automated system and the government's approval of the request, the government will issue the following equipment to that employee by hand receipt:

Type	Hardware/Equipment	Quantity	Unit Cost	Total Cost
Computer	Dell Optiplex 990	157	\$698.23	\$109,622.11
Monitors	Dell P2213T	312	\$168.56	\$52,590.72

Type	Hardware/Equipment	Quantity	Unit Cost	Total Cost
Scanner	Canon ImageFormula DR-C240	1	\$781.25	\$781.25
Scanner	Epson Perfection V800	1	\$724.95	\$724.95
Scanner	Fujitsu SCANSNAP IX500	38	520.94	\$19,795.72
Scanner	Hewlett Packard Scanjet 5590	75	\$302.17	\$22,662.75
Scanner	Kodak I1150	15	\$459.41	\$6,891.15
Scanner	Hewlett Packard ScanJet Pro 3000 S3	4	\$369.03	\$1,476.12
Data Max	Datamax 4206	1	\$900	\$900
Data Max	Datamax M-4210	19	\$1,661.72	\$31,572.68
Printer	Dell B2360DN	93	\$214.96	\$19,991.28
Printer	Dell C3760DN	3	\$650.55	\$1,951.65
Printer	Dell C5765DN	3	\$2,753.18	\$8,259.54
Printer	Hewlett Packard Laserjet Pro M402DNE	53	\$245.54	\$13,013.62
Printer	LASERJET PRO M402DNE	6	\$245.54	\$1,473.24
Printer	Lexmark MS312DN	2	\$192.23	\$384.46
Printer	Lexmark MS912DE	1	\$3,011.59	\$3,011.59
Printer	Ricoh MP C4503G Printer	8	\$2,567.18	\$20,537.44
Dolphin	Motorola Workabout Pro 4	15	\$2,075.42	\$31,131.30
Vehicle	2010/Chrysler Dodge Caravan	1	\$23,545.00	\$23,545.00

(b) The contractor is responsible for all costs related to making this equipment available for use for their convenience; the government will pay for costs related to moving equipment when at the request of the government. The contractor bears full responsibility for any and all loss of this equipment, whether accidental or purposeful, at full replacement value.

(c) This equipment will be provided on a rent-free basis for performance under this contract (or task order). It shall not be used for any non-contract or non-governmental purpose. The contractor shall ensure the return of the equipment immediately upon the demand of the contracting officer or the end of contract (or task order) performance.

(d) A contractor request may be for a subcontractor employee. If so, the contractor retains all the responsibilities of this clause for equipment issued to that employee.

(End of Clause)

Posting of Contract (or Order) in FOIA Reading Room

(a) The government intends to post the task order resulting from this solicitation to a public FOIA reading room.

(b) Within 30 days of award, the contractor shall submit a redacted copy of the executed contract (or order) (including all attachments) suitable for public posting under the provisions of the Freedom of Information Act (FOIA). The contractor shall submit the documents to the USCIS FOIA Office by email at foiaerr.nrc@uscis.dhs.gov with a courtesy copy to the contracting officer.

(c) The USCIS FOIA Office will notify the contractor of any disagreements with the contractor's redactions before public posting of the order in a public FOIA reading room.

(End of Clause)

Safeguarding of Sensitive Information

Mar 2015

(a) Applicability. This clause applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as "Contractor"). The Contractor shall insert the substance of this clause in all subcontracts.

(b) Definitions. As used in this clause—

"Personally Identifiable Information (PII)" means information that can be used to distinguish or trace an individual's identity, such as name, social security number, or biometric records, either alone, or when combined with other personal or identifying information that is linked or linkable to a specific individual, such as date and place of birth, or mother's maiden name. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. In performing this assessment, it is important for an agency to recognize that non-personally identifiable information can become personally identifiable information whenever additional information is made publicly available—in any medium and from any source—that, combined with other available information, could be used to identify an individual.

PII is a subset of sensitive information. Examples of PII include, but are not limited to: name, date of birth, mailing address, telephone number, Social Security number (SSN), email address, zip code, account numbers, certificate/license numbers, vehicle identifiers including license plates, uniform resource locators (URLs), static Internet protocol addresses, biometric identifiers such as fingerprint, voiceprint, iris scan, photographic facial images, or any other unique identifying number or characteristic, and any information where it is reasonably foreseeable that the information will be linked with other information to identify the individual.

"Sensitive Information" is defined in HSAR clause 3052.204-71, Contractor Employee Access, as any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest, the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of Title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any

supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, “Policies and Procedures of Safeguarding and Control of SSI,” as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as “For Official Use Only,” which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person’s privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated “sensitive” or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

“Sensitive Information Incident” is an incident that includes the known, potential, or suspected exposure, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or unauthorized access or attempted access of any Government system, Contractor system, or sensitive information.

“Sensitive Personally Identifiable Information (SPII)” is a subset of PII, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. Some forms of PII are sensitive as stand-alone elements. Examples of such PII include: Social Security numbers (SSN), driver’s license or state identification number, Alien Registration Numbers (A-number), financial account number, and biometric identifiers such as fingerprint, voiceprint, or iris scan. Additional examples include any groupings of information that contain an individual’s name or other unique identifier plus one or more of the following elements:

- (1) Truncated SSN (such as last 4 digits)
- (2) Date of birth (month, day, and year)
- (3) Citizenship or immigration status
- (4) Ethnic or religious affiliation
- (5) Sexual orientation
- (6) Criminal History
- (7) Medical Information
- (8) System authentication information such as mother’s maiden name, account passwords or personal identification numbers (PIN)

Other PII may be “sensitive” depending on its context, such as a list of employees and their performance ratings or an unlisted home address or phone number. In contrast, a business card or public telephone directory of agency employees contains PII but is not sensitive.

(c) Authorities. The Contractor shall follow all current versions of Government policies and guidance accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>, or available upon request from the Contracting Officer, including but not limited to:

- (1) DHS Management Directive 11042.1 Safeguarding Sensitive But Unclassified (for Official Use Only) Information
- (2) DHS Sensitive Systems Policy Directive 4300A
- (3) DHS 4300A Sensitive Systems Handbook and Attachments
- (4) DHS Security Authorization Process Guide
- (5) DHS Handbook for Safeguarding Sensitive Personally Identifiable Information
- (6) DHS Instruction Handbook 121-01-007 Department of Homeland Security Personnel Suitability and Security Program
- (7) DHS Information Security Performance Plan (current fiscal year)
- (8) DHS Privacy Incident Handling Guidance
- (9) Federal Information Processing Standard (FIPS) 140-2 Security Requirements for Cryptographic Modules accessible at <http://csrc.nist.gov/groups/STM/cmvp/standards.html>
- (10) National Institute of Standards and Technology (NIST) Special Publication 800-53 Security and Privacy Controls for Federal Information Systems and Organizations accessible at <http://csrc.nist.gov/publications/PubsSPs.html>
- (11) NIST Special Publication 800-88 Guidelines for Media Sanitization accessible at <http://csrc.nist.gov/publications/PubsSPs.html>

(d) Handling of Sensitive Information. Contractor compliance with this clause, as well as the policies and procedures described below, is required.

(1) Department of Homeland Security (DHS) policies and procedures on Contractor personnel security requirements are set forth in various Management Directives (MDs), Directives, and Instructions. MD 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only) Information describes how Contractors must handle sensitive but unclassified information. DHS uses the term “FOR OFFICIAL USE ONLY” to identify sensitive but unclassified information that is not otherwise categorized by statute or regulation. Examples of sensitive information that are categorized by statute or regulation are PCII, SSI, etc. The DHS Sensitive Systems Policy Directive 4300A and the DHS 4300A Sensitive Systems Handbook provide the policies and procedures on security for Information Technology (IT) resources. The DHS Handbook for Safeguarding Sensitive Personally Identifiable Information provides guidelines to help safeguard SPII in both paper and electronic form. DHS Instruction Handbook 121-01-007 Department of Homeland Security Personnel Suitability and Security Program establishes procedures, program responsibilities, minimum standards, and reporting protocols for the DHS Personnel Suitability and Security Program.

(2) The Contractor shall not use or redistribute any sensitive information processed, stored, and/or transmitted by the Contractor except as specified in the contract.

(3) All Contractor employees with access to sensitive information shall execute DHS Form 11000-6, Department of Homeland Security Non-Disclosure Agreement (NDA), as a condition of access to

such information. The Contractor shall maintain signed copies of the NDA for all employees as a record of compliance. The Contractor shall provide copies of the signed NDA to the Contracting Officer's Representative (COR) no later than two (2) days after execution of the form.

(4) The Contractor's invoicing, billing, and other recordkeeping systems maintained to support financial or other administrative functions shall not maintain SPII. It is acceptable to maintain in these systems the names, titles and contact information for the COR or other Government personnel associated with the administration of the contract, as needed.

(e) Authority to Operate. The Contractor shall not input, store, process, output, and/or transmit sensitive information within a Contractor IT system without an Authority to Operate (ATO) signed by the Headquarters or Component CIO, or designee, in consultation with the Headquarters or Component Privacy Officer. Unless otherwise specified in the ATO letter, the ATO is valid for three (3) years. The Contractor shall adhere to current Government policies, procedures, and guidance for the Security Authorization (SA) process as defined below.

(1) Complete the Security Authorization process. The SA process shall proceed according to the DHS Sensitive Systems Policy Directive 4300A (Version 11.0, April 30, 2014), or any successor publication, DHS 4300A Sensitive Systems Handbook (Version 9.1, July 24, 2012), or any successor publication, and the Security Authorization Process Guide including templates.

Security Authorization Process Documentation. SA documentation shall be developed using the Government provided Requirements Traceability Matrix and Government security documentation templates. SA documentation consists of the following: Security Plan, Contingency Plan, Contingency Plan Test Results, Configuration Management Plan, Security Assessment Plan, Security Assessment Report, and Authorization to Operate Letter. Additional documents that may be required include a Plan(s) of Action and Milestones and Interconnection Security Agreement(s). During the development of SA documentation, the Contractor shall submit a signed SA package, validated by an independent third party, to the COR for acceptance by the Headquarters or Component CIO, or designee, at least thirty (30) days prior to the date of operation of the IT system. The Government is the final authority on the compliance of the SA package and may limit the number of resubmissions of a modified SA package. Once the ATO has been accepted by the Headquarters or Component CIO, or designee, the Contracting Officer shall incorporate the ATO into the contract as a compliance document. The Government's acceptance of the ATO does not alleviate the Contractor's responsibility to ensure the IT system controls are implemented and operating effectively.

Independent Assessment. Contractors shall have an independent third party validate the security and privacy controls in place for the system(s). The independent third party shall review and analyze the SA package, and report on technical, operational, and management level deficiencies as outlined in NIST Special Publication 800-53 Security and Privacy Controls for Federal Information Systems and Organizations. The Contractor shall address all deficiencies before submitting the SA package to the Government for acceptance.

Support the completion of the Privacy Threshold Analysis (PTA) as needed. As part of the SA process, the Contractor may be required to support the Government in the completion of the PTA.

The requirement to complete a PTA is triggered by the creation, use, modification, upgrade, or disposition of a Contractor IT system that will store, maintain and use PII, and must be renewed at least every three (3) years. Upon review of the PTA, the DHS Privacy Office determines whether a Privacy Impact Assessment (PIA) and/or Privacy Act System of Records Notice (SORN), or modifications thereto, are required. The Contractor shall provide all support necessary to assist the Department in completing the PIA in a timely manner and shall ensure that project management plans and schedules include time for the completion of the PTA, PIA, and SORN (to the extent required) as milestones. Support in this context includes responding timely to requests for information from the Government about the use, access, storage, and maintenance of PII on the Contractor's system, and providing timely review of relevant compliance documents for factual accuracy. Information on the DHS privacy compliance process, including PTAs, PIAs, and SORNs, is accessible at <http://www.dhs.gov/privacy-compliance>.

(2) Renewal of ATO. Unless otherwise specified in the ATO letter, the ATO shall be renewed every three (3) years. The Contractor is required to update its SA package as part of the ATO renewal process. The Contractor shall update its SA package by one of the following methods: (1) Updating the SA documentation in the DHS automated information assurance tool for acceptance by the Headquarters or Component CIO, or designee, at least 90 days before the ATO expiration date for review and verification of security controls; or (2) Submitting an updated SA package directly to the COR for approval by the Headquarters or Component CIO, or designee, at least 90 days before the ATO expiration date for review and verification of security controls. The 90 day review process is independent of the system production date and therefore it is important that the Contractor build the review into project schedules. The reviews may include onsite visits that involve physical or logical inspection of the Contractor environment to ensure controls are in place.

(3) Security Review. The Government may elect to conduct random periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS, the Office of the Inspector General, and other Government organizations access to the Contractor's facilities, installations, operations, documentation, databases and personnel used in the performance of this contract. The Contractor shall, through the Contracting Officer and COR, contact the Headquarters or Component CIO, or designee, to coordinate and participate in review and inspection activity by Government organizations external to the DHS. Access shall be provided, to the extent necessary as determined by the Government, for the Government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of Government data or the function of computer systems used in performance of this contract and to preserve evidence of computer crime.

(4) Continuous Monitoring. All Contractor-operated systems that input, store, process, output, and/or transmit sensitive information shall meet or exceed the continuous monitoring requirements identified in the Fiscal Year 2014 DHS Information Security Performance Plan, or successor publication. The plan is updated on an annual basis. The Contractor shall also store monthly continuous monitoring data at its location for a period not less than one year from the date the data is created. The data shall be encrypted in accordance with FIPS 140-2 Security Requirements for Cryptographic Modules and shall not be stored on systems that are shared with other commercial or

Government entities. The Government may elect to perform continuous monitoring and IT security scanning of Contractor systems from Government tools and infrastructure.

(5) Revocation of ATO. In the event of a sensitive information incident, the Government may suspend or revoke an existing ATO (either in part or in whole). If an ATO is suspended or revoked in accordance with this provision, the Contracting Officer may direct the Contractor to take additional security measures to secure sensitive information. These measures may include restricting access to sensitive information on the Contractor IT system under this contract. Restricting access may include disconnecting the system processing, storing, or transmitting the sensitive information from the Internet or other networks or applying additional security controls.

(6) Federal Reporting Requirements. Contractors operating information systems on behalf of the Government or operating systems containing sensitive information shall comply with Federal reporting requirements. Annual and quarterly data collection will be coordinated by the Government. Contractors shall provide the COR with requested information within three (3) business days of receipt of the request. Reporting requirements are determined by the Government and are defined in the Fiscal Year 2014 DHS Information Security Performance Plan, or successor publication. The Contractor shall provide the Government with all information to fully satisfy Federal reporting requirements for Contractor systems.

(f) Sensitive Information Incident Reporting Requirements.

(1) All known or suspected sensitive information incidents shall be reported to the Headquarters or Component Security Operations Center (SOC) within one hour of discovery in accordance with 4300A Sensitive Systems Handbook Incident Response and Reporting requirements. When notifying the Headquarters or Component SOC, the Contractor shall also notify the Contracting Officer, COR, Headquarters or Component Privacy Officer, and US-CERT using the contact information identified in the contract. If the incident is reported by phone or the Contracting Officer's email address is not immediately available, the Contractor shall contact the Contracting Officer immediately after reporting the incident to the Headquarters or Component SOC. The Contractor shall not include any sensitive information in the subject or body of any e-mail. To transmit sensitive information, the Contractor shall use FIPS 140-2 Security Requirements for Cryptographic Modules compliant encryption methods to protect sensitive information in attachments to email. Passwords shall not be communicated in the same email as the attachment. A sensitive information incident shall not, by itself, be interpreted as evidence that the Contractor has failed to provide adequate information security safeguards for sensitive information, or has otherwise failed to meet the requirements of the contract.

(2) If a sensitive information incident involves PII or SPII, in addition to the reporting requirements in 4300A Sensitive Systems Handbook Incident Response and Reporting, Contractors shall also provide as many of the following data elements that are available at the time the incident is reported, with any remaining data elements provided within 24 hours of submission of the initial incident report:

- Data Universal Numbering System (DUNS);

- Contract numbers affected unless all contracts by the company are affected;
- Facility CAGE code if the location of the event is different than the prime contractor location;
- Point of contact (POC) if different than the POC recorded in the System for Award Management (address, position, telephone, email);
- Contracting Officer POC (address, telephone, email);
- Contract clearance level;
- Name of subcontractor and CAGE code if this was an incident on a subcontractor network;
- Government programs, platforms or systems involved;
- Location(s) of incident;
- Date and time the incident was discovered;
- Server names where sensitive information resided at the time of the incident, both at the Contractor and subcontractor level;
- Description of the Government PII and/or SPII contained within the system;
- Number of people potentially affected and the estimate or actual number of records exposed and/or contained within the system; and
- Any additional information relevant to the incident.

(g) Sensitive Information Incident Response Requirements.

All determinations related to sensitive information incidents, including response activities, notifications to affected individuals and/or Federal agencies, and related services (e.g., credit monitoring) will be made in writing by the Contracting Officer in consultation with the Headquarters or Component CIO and Headquarters or Component Privacy Officer.

The Contractor shall provide full access and cooperation for all activities determined by the Government to be required to ensure an effective incident response, including providing all requested images, log files, and event information to facilitate rapid resolution of sensitive information incidents.

Incident response activities determined to be required by the Government may include, but are not limited to, the following:

- Inspections,
- Investigations,
- Forensic reviews, and
- Data analyses and processing.

The Government, at its sole discretion, may obtain the assistance from other Federal agencies and/or third-party firms to aid in incident response activities.

(h) Additional PII and/or SPII Notification Requirements.

(1) The Contractor shall have in place procedures and the capability to notify any individual whose PII resided in the Contractor IT system at the time of the sensitive information incident not later than

5 business days after being directed to notify individuals, unless otherwise approved by the Contracting Officer. The method and content of any notification by the Contractor shall be coordinated with, and subject to prior written approval by the Contracting Officer, in consultation with the Headquarters or Component Privacy Officer, utilizing the DHS Privacy Incident Handling Guidance. The Contractor shall not proceed with notification unless the Contracting Officer, in consultation with the Headquarters or Component Privacy Officer, has determined in writing that notification is appropriate.

Subject to Government analysis of the incident and the terms of its instructions to the Contractor regarding any resulting notification, the notification method may consist of letters to affected individuals sent by first class mail, electronic means, or general public notice, as approved by the Government. Notification may require the Contractor's use of address verification and/or address location services. At a minimum, the notification shall include:

- A brief description of the incident;
- A description of the types of PII and SPII involved;
- A statement as to whether the PII or SPII was encrypted or protected by other means;
- Steps individuals may take to protect themselves;
- What the Contractor and/or the Government are doing to investigate the incident, to mitigate the incident, and to protect against any future incidents; and
- Information identifying who individuals may contact for additional information.

(i) Credit Monitoring Requirements. In the event that a sensitive information incident involves PII or SPII, the Contractor may be required to, as directed by the Contracting Officer:

Provide notification to affected individuals as described above; and/or

Provide credit monitoring services to individuals whose data was under the control of the Contractor or resided in the Contractor IT system at the time of the sensitive information incident for a period beginning the date of the incident and extending not less than 18 months from the date the individual is notified. Credit monitoring services shall be provided from a company with which the Contractor has no affiliation. At a minimum, credit monitoring services shall include:

- Triple credit bureau monitoring;
- Daily customer service;
- Alerts provided to the individual for changes and fraud; and
- Assistance to the individual with enrollment in the services and the use of fraud alerts; and/or
- Establish a dedicated call center.

Call center services shall include:

- A dedicated telephone number to contact customer service within a fixed period;
- Information necessary for registrants/enrollees to access credit reports and credit scores;

- Weekly reports on call center volume, issue escalation (i.e., those calls that cannot be handled by call center staff and must be resolved by call center management or DHS, as appropriate), and other key metrics;
- Escalation of calls that cannot be handled by call center staff to call center management or DHS, as appropriate;
- Customized FAQs, approved in writing by the Contracting Officer in coordination with the Headquarters or Component Chief Privacy Officer; and
- Information for registrants to contact customer service representatives and fraud resolution representatives for credit monitoring assistance.

(j) Certification of Sanitization of Government and Government-Activity-Related Files and Information. As part of contract closeout, the Contractor shall submit the certification to the COR and the Contracting Officer following the template provided in NIST Special Publication 800-88 Guidelines for Media Sanitization.

(End of clause)

Information Technology Security and Privacy Training Mar 2015

(a) Applicability. This clause applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as “Contractor”). The Contractor shall insert the substance of this clause in all subcontracts.

(b) Security Training Requirements.

(1) All users of Federal information systems are required by Title 5, Code of Federal Regulations, Part 930.301, Subpart C, as amended, to be exposed to security awareness materials annually or whenever system security changes occur, or when the user’s responsibilities change. The Department of Homeland Security (DHS) requires that Contractor employees take an annual Information Technology Security Awareness Training course before accessing sensitive information under the contract. Unless otherwise specified, the training shall be completed within thirty (30) days of contract award and be completed on an annual basis thereafter not later than October 31st of each year. Any new Contractor employees assigned to the contract shall complete the training before accessing sensitive information under the contract. The training is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, initial training certificates for each Contractor and subcontractor employee shall be provided to the Contracting Officer’s Representative (COR) not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 31st of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

(2) The DHS Rules of Behavior apply to every DHS employee, Contractor and subcontractor that will have access to DHS systems and sensitive information. The DHS Rules of Behavior shall be

signed before accessing DHS systems and sensitive information. The DHS Rules of Behavior is a document that informs users of their responsibilities when accessing DHS systems and holds users accountable for actions taken while accessing DHS systems and using DHS Information Technology resources capable of inputting, storing, processing, outputting, and/or transmitting sensitive information. The DHS Rules of Behavior is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. Unless otherwise specified, the DHS Rules of Behavior shall be signed within thirty (30) days of contract award. Any new Contractor employees assigned to the contract shall also sign the DHS Rules of Behavior before accessing DHS systems and sensitive information. The Contractor shall maintain signed copies of the DHS Rules of Behavior for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, the Contractor shall e-mail copies of the signed DHS Rules of Behavior to the COR not later than thirty (30) days after contract award for each employee. The DHS Rules of Behavior will be reviewed annually and the COR will provide notification when a review is required.

(c) Privacy Training Requirements. All Contractor and subcontractor employees that will have access to Personally Identifiable Information (PII) and/or Sensitive PII (SPII) are required to take Privacy at DHS: Protecting Personal Information before accessing PII and/or SPII. The training is accessible at <http://www.dhs.gov/dhs-security-and-training-requirements-contractors>. Training shall be completed within thirty (30) days of contract award and be completed on an annual basis thereafter not later than October 31st of each year. Any new Contractor employees assigned to the contract shall also complete the training before accessing PII and/or SPII. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Initial training certificates for each Contractor and subcontractor employee shall be provided to the COR not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 31st of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

(End of clause)

OUTSOURCING NONCRIMINAL JUSTICE ADMINISTRATIVE FUNCTIONS

USCIS, referred to as the Authorized Recipient, is outsourcing to the Contractor the performance of noncriminal justice administrative functions involving the handling of criminal history record information (CHRI) pursuant to Title 28, Code of Federal Regulations, Part 906 and the relevant Security and Management Control Outsourcing Standard (Outsourcing Standard). The most current version of the Outsourcing Standard is incorporated into this contract and included as Attachment A.

The Authorized Recipient's authority to submit fingerprints for noncriminal justice purposes and obtain the results of the fingerprint search, which may contain CHRI, is provided below:

- 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 *Sensitive Systems Policy Publication 4300B* v2.1, July 26 2004
- http://www.fbi.gov/about-us/cjis/cc/library/11032010_nonchanneler_os.pdf
- *Criminal Justice Information Services (CJIS) Security Policy, Version 5.0, 02/09/2011, CJISD-ITS-DOC-08140-5.0*

This authority requires or authorizes fingerprint-based background checks of all applicants as required by the USCIS benefit desired and for potential USCIS employees as part of their background determination/adjudication prior to “entry on duty”. The contractor agrees to keep all CHRI information private and not publish, use or disclose to any other individual or entity, either directly or indirectly.

The specific noncriminal justice administrative function to be performed by the Contractor that involves access to CHRI on behalf of the Authorized Recipient is direct or indirect access to files or data (via systems access) that may include CHRI. The contractor shall comply with the Outsourcing Standard requirements and other legal authorities to ensure adequate privacy and security of personally identifiable information (PII) and CHRI results related to this contract, and will ensure that all such data is returned to the Authorized Recipient as soon as no longer needed for the performance of contractual duties.

The contractor must utilize the “Statement of Understanding” (Attachment B) for all employees that are determined to have CHRI access as described above and maintain accurate/complete records to demonstrate compliance. The signed Statement of Understanding must be completed prior to the employee’s entry on duty and annual thereafter. The contractor must certify annually on December 31st that they have complied with requirements as stated above and is subject to audit/review to ensure full compliance.

SECURITY and MANAGEMENT CONTROL OUTSOURCING STANDARD for NON-CHANNELERS

The goal of this document is to provide adequate security and integrity for criminal history record information (CHRI) while under the control or management of an outsourced third party, the Contractor. Adequate security is defined in Office of Management

and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security and Management Control Outsourcing Standard (Outsourcing Standard) is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the FBI Criminal Justice Information Services (CJIS) Security Policy) as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.

This Outsourcing Standard identifies the duties and responsibilities with respect to adequate internal controls within the contractual relationship so that the security and integrity of the Interstate Identification Index (III) System and CHRI are not compromised. The standard security program shall include consideration of site security, dissemination restrictions, personnel security, system security, and data security.

The provisions of this Outsourcing Standard are established by the Compact Council pursuant to 28 CFR Part 906 and are subject to the scope of that rule. They apply to all personnel, systems, networks, and facilities supporting and/or acting on behalf of the Authorized Recipient to perform noncriminal justice administrative functions requiring access to CHRI without a direct connection to the FBI CJIS Wide Area Network (WAN).

1.0 *Definitions*

- 1.01 *Access to CHRI* means to view or make use of CHRI obtained from the III System but excludes direct access to the III System by computer terminal or other automated means by Contractors other than those that may be contracted by the FBI or state criminal history record repositories or as provided by Title 34, United States Code (U.S.C.), Section 40314 (b), (formally cited as 42 U.S.C. § 14614(b)).
- 1.02 *Authorized Recipient* means (1) a nongovernmental entity authorized by federal statute or federal executive order to receive CHRI for noncriminal justice purposes, or (2) a government agency authorized by federal statute, federal executive order, or state statute which has been approved by the United States Attorney General to receive CHRI for noncriminal justice purposes.
- 1.03 *Chief Administrator* means the primary administrator of a Nonparty State’s criminal history record repository or a designee of such administrator who is a regular full-time employee of the repository, which is also referred to as the State Identification Bureau (SIB) Chief.
- 1.04 *CHRI*, as referred to in Article I(4) of the Compact, means information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, or other formal criminal charges, and any disposition arising therefrom, including acquittal, sentencing, correctional supervision, or release; but does not include identification information such as fingerprint records if such information does not indicate involvement of the individual with the criminal justice system.
- 1.05 *Criminal History Record Check*, for purposes of this Outsourcing Standard only,

means an authorized noncriminal justice fingerprint-based search of a state criminal history record repository and/or the FBI system.

- 1.06 *Compact Officer*, as provided in Article I(2) of the Compact, means (A) with respect to the Federal Government, an official [FBI Compact Officer] so designated by the Director of the FBI [to administer and enforce the compact among federal agencies], or (B) with respect to a Party State, the chief administrator of the State's criminal history record repository or a designee of the chief administrator who is a regular full-time employee of the repository.
- 1.07 *Contractor* means a government agency, a private business, non-profit organization or individual, that is not itself an Authorized Recipient with respect to the particular noncriminal justice purpose, who has entered into a contract with an Authorized Recipient to perform noncriminal justice administrative functions requiring access to CHRI.
- 1.08 *Dissemination* means the disclosure of III CHRI by an Authorized Recipient to an authorized Contractor, or by the Contractor to another Authorized Recipient consistent with the Contractor's responsibilities and with limitations imposed by federal and state laws, regulations, and standards as well as rules, procedures, and standards established by the Compact Council and the United States Attorney General.
- 1.09 *Identity History Summary (IdHS)*, for the purposes of this Outsourcing Standard, means the report of all identification, demographic, and event information (criminal and/or civil) within a Next Generation Identification (NGI) Identity record which may be disseminated to an Authorized Recipient contingent upon legislation and federal regulations. The IdHS contains the criminal justice information associated with criminal fingerprint (i.e., "rap sheets") and/or noncriminal justice information associated with the civil fingerprints, therefore the existence of an IdHS alone does not reflect criminal history events on that NGI Identity. This term is unique to NGI and is not intended to affect other agencies' use of the term "rap sheet" to describe reports of information in their identification repositories.
- 1.10 *Noncriminal Justice Administrative Functions* means the routine noncriminal justice administrative functions relating to the processing of CHRI, to include but not limited to the following:
 1. Making fitness determinations/recommendations
 2. Obtaining missing dispositions
 3. Disseminating CHRI as authorized by Federal statute, Federal Executive Order, or State statute approved by the United States Attorney General
 4. Other authorized activities relating to the general handling, use, and storage of CHRI
- 1.11 *Noncriminal Justice Purposes*, as provided in Article I(18) of the Compact, means uses of criminal history records for purposes authorized by federal or state law other than purposes relating to criminal justice activities, including employment suitability, licensing determinations, immigration and naturalization

matters, and national security clearances.

- 1.12 *Outsourcing Standard* means a document approved by the Compact Council after consultation with the United States Attorney General which is to be incorporated by reference into a contract between an Authorized Recipient and a Contractor. This Outsourcing Standard authorizes access to CHRI for noncriminal justice purposes, limits the use of the information to the purposes for which it is provided, prohibits retention and/or dissemination except as specifically authorized, ensures the security and confidentiality of the information, provides for audits and sanctions, provides conditions for termination of the contract, and contains such other provisions as the Compact Council may require.
- 1.13 *Personally Identifiable Information (PII)* means information which can be used to distinguish or trace an individual's identity, such as name, social security number, or biometric records, alone or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, or mother's maiden name.
- 1.14 *Physically Secure Location* means a facility or an area, a room, or a group of rooms, within a facility with both the physical and personnel security controls sufficient to protect CHRI and associated information systems.
- 1.15 *PII Breach* means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access or any similar term referring to situations where persons other than the authorized users, and for other than authorized purposes, have access or potential access to PII, whether physical or electronic.
- 1.16 *Positive Identification*, as provided in Article I(20) of the Compact, means a determination, based upon a comparison of fingerprints¹ or other equally reliable biometric identification techniques, that the subject of a record search is the same person as the subject of a criminal history record or records indexed in the III System. Identifications based solely upon a comparison of subjects' names or other non-unique identification characteristics or numbers, or combinations thereof, shall not constitute positive identification.
- 1.17 *Public Carrier Network* means a telecommunications infrastructure consisting of network components that are not owned, operated, and managed solely by the agency using that network, i.e., any telecommunications infrastructure which supports public users other than those of the agency using that network. Examples of a public carrier network include but are not limited to the following: Dial-up and Internet connections, network connections to Verizon, network connections to AT&T, ATM Frame Relay clouds, wireless networks, wireless links, and cellular telephones. A public carrier network provides network services to the public; not just to the single agency using that network.
- 1.18 *Security Violation* means the failure to prevent or failure to institute safeguards to prevent access, use, retention, or dissemination of CHRI in violation of: (A) Federal or state law, regulation, or Executive Order; or (B) a rule, procedure, or standard established by the Compact Council and the United States Attorney General.

2.0 *Responsibilities of the Authorized Recipient*

- 2.01 Prior to engaging in outsourcing any noncriminal justice administrative functions, the Authorized Recipient shall: (a) Request and receive written permission from (1) the State Compact Officer/Chief Administrator² or (2)

¹ The Compact Council currently defines positive identification for noncriminal justice purposes as identification based upon a qualifying ten-rolled or qualifying ten-flat fingerprint submission. Further information concerning positive identification may be obtained from the FBI Compact Council office.

²The Compact Officer/Chief Administrator may not grant such permission unless he/she has implemented a combined state/federal audit program to, at a minimum, triennially audit a representative sample of the Contractors and Authorized Recipients engaging in outsourcing with the first of such audits to be conducted within one year of the date the Contractor first receives CHRI under the approved outsourcing agreement. A representative sample will be based on generally accepted statistical sampling methods.

the FBI Compact Officer³; and (b) provide the State Compact Officer/Chief Administrator or the FBI Compact Officer copies of the specific authority for the outsourced work, criminal history record check requirements, and/or a copy of relevant portions of the contract as requested.

- 2.02 The Authorized Recipient shall execute a contract or agreement prior to providing a Contractor access to CHRI. The contract shall, at a minimum, incorporate by reference and have appended thereto this Outsourcing Standard.
- 2.03 The Authorized Recipient shall, in those instances when the Contractor is to perform duties requiring access to CHRI, specify the terms and conditions of such access; limit the use of such information to the purposes for which it is provided; limit retention of the information to a period of time not to exceed that period of time the Authorized Recipient is permitted to retain such information; prohibit dissemination of the information except as specifically authorized by federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General; ensure the security and confidentiality of the information to include confirmation that the intended recipient is authorized to receive CHRI; provide for audits and sanctions; provide conditions for termination of the contract; and ensure that Contractor personnel comply with this Outsourcing Standard.
- a. The Authorized Recipient shall conduct criminal history record checks of

Contractor personnel having access to CHRI if such checks of the Authorized Recipient's personnel are required or authorized under an existing federal statute, executive order, or state statute approved by the United States Attorney General under Public Law 92-544.⁴ The Authorized Recipient shall maintain updated records of Contractor personnel who have access to CHRI and update those records within 24 hours when changes to that access

³State or local Authorized Recipients based on State or Federal Statutes shall contact the State Compact Officer/Chief Administrator. Federal or Regulatory Agency Authorized Recipients shall contact the FBI Compact Officer.

⁴If a national criminal history record check of Authorized Recipient personnel having access to CHRI is mandated or authorized by a federal statute, executive order, or state statute approved by the United States Attorney General under Public Law 92-544, the State Compact Officer/Chief Administrator and/or the FBI Compact Officer must ensure Contractor personnel accessing CHRI are either covered by the existing law or that the existing law is amended to include such Contractor personnel prior to authorizing outsourcing initiatives. The national criminal history record checks of Contractor personnel with access to CHRI cannot be outsourced and must be performed by the Authorized Recipient.

occur and, if a criminal history record check is required, the Authorized Recipient shall maintain a list of Contractor personnel who successfully completed the criminal history record check.

- b. The Authorized Recipient shall ensure that the Contractor maintains site security. (See the current CJIS Security Policy [www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view])
- c. The State Compact Officer/Chief Administrator or the FBI Compact Officer shall make available the most current versions of both the Outsourcing Standard and the CJIS Security Policy to the Authorized Recipient within 60 calendar days (unless otherwise directed) of notification of successor versions of the Outsourcing Standard and/or the CJIS Security Policy. The Authorized Recipient shall notify the Contractor within 60 calendar days of the FBI/state notification regarding changes or updates to the Outsourcing Standard and/or the CJIS Security Policy. The Authorized Recipient shall be responsible to ensure the most updated versions are incorporated by reference at the time of contract,

contract renewal, or within the 60 calendar day notification period, whichever is sooner.

- d. The Authorized Recipient and/or Contractor shall make available to the State Compact Officer/Chief Administrator or the FBI Compact Officer the relevant portions of the current and approved contract relating to CHRI, upon request.
- 2.04 The Authorized Recipient shall understand the communications and record capabilities of the Contractor which has access to federal or state records through, or because of, its outsourcing relationship with the Authorized Recipient. The Authorized Recipient shall request and approve a topological drawing which depicts the interconnectivity of the Contractor's network configuration as it relates to the outsourced function(s). The Authorized Recipient shall understand and approve any modifications to the Contractor's network configuration as it relates to the outsourced function(s). For approvals granted through the State Compact Officer/Chief Administrator, the Authorized Recipient, if required, shall coordinate the approvals with the State Compact Officer/Chief Administrator.
- 2.05 The Authorized Recipient is responsible for the actions of the Contractor and shall monitor the Contractor's compliance to the terms and conditions of the Outsourcing Standard. For approvals granted through the FBI Compact Officer, the Authorized Recipient shall certify to the FBI Compact Officer that an audit was conducted with the Contractor within 90 days of the date the Contractor first receives CHRI under the approved outsourcing agreement. For approvals granted through the State Compact Officer/Chief Administrator, the Authorized Recipient, in conjunction with the State Compact Officer/Chief Administrator, will conduct an audit of the Contractor within 90 days of the date the Contractor first receives CHRI under the approved outsourcing agreement. The Authorized Recipient shall certify to the State Compact Officer/Chief Administrator that the audit was conducted.
- 2.06 The Authorized Recipient shall provide written notice of any early voluntary termination of the contract to the Compact Officer/Chief Administrator or the FBI Compact Officer.
- 2.07 The Authorized Recipient shall appoint an Information Security Officer. The Authorized Recipient's Information Security Officer shall:
 - a. Serve as the security POC for the FBI CJIS Division Information Security Officer.
 - b. Document technical compliance with this Outsourcing Standard.
 - c. Establish a security incident response and reporting procedure to discover, investigate, document, and report on major incidents that significantly endanger the security or integrity of the noncriminal justice agency systems to the CJIS Systems Officer, State Compact Officer/Chief Administrator and the FBI CJIS Division Information Security Officer.
- 2.08 The Authorized Recipient shall immediately (within one hour) notify the State

Compact Officer/Chief Administrator or the FBI of any PII breach. The Authorized Recipient shall also provide a written report of any PII breach (to include unauthorized access to CHRI by the Contractor) to the State Compact Officer/Chief Administrator or the FBI within five calendar days of receipt of the initial report of the PII breach. The written report must include corrective actions taken by the Authorized Recipient and, if necessary, the Contractor to resolve such PII breach.

3.0 *Responsibilities of the Contractor*

- 3.01 The Contractor and its employees shall comply with all federal and state laws, regulations, and standards (including the CJIS Security Policy) as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.
- 3.02 The Contractor shall develop, document, administer, and maintain a Security Program (Physical, Personnel, and Information Technology) to comply with the most current Outsourcing Standard and the most current CJIS Security Policy. The Security Program shall describe the implementation of the security requirements outlined in this Outsourcing Standard and the CJIS Security Policy. In addition, the Contractor is also responsible to set, maintain, and enforce the standards for the selection, supervision, and separation of personnel who have access to CHRI. The Authorized Recipient shall provide the written approval to the State Compact Officer/Chief Administrator or the FBI Compact Officer of a Contractor's Security Program. For approvals granted through the State Compact Officer/Chief Administrator, it is the responsibility of the State Compact Officer/Chief Administrator to ensure the Authorized Recipient is in compliance with the CJIS Security Policy.
- 3.03 The requirements for a Security Program should include, at a minimum:
 - a) Description of the implementation of the security requirements described in this Outsourcing Standard and the CJIS Security Policy.
 - b) Security Training.
 - c) Guidelines for documentation of security violations to include:
 - i) Develop and maintain a written incident reporting plan to address security events, to include violations and incidents. (See the CJIS Security Policy {www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view}).
 - ii) A process in place for reporting security violations.
 - d) Standards for the selection, supervision, and separation of personnel with access to CHRI.

****If the Contractor is using a corporate policy, it must meet the requirements outlined in this Outsourcing Standard and the CJIS Security Policy. If the corporate policy is not this specific, it must flow down to a level where the documentation supports these requirements.**

- 3.04 Except when the training requirement is retained by the Authorized Recipient, the

Contractor shall develop a Security Training Program for all Contractor personnel with access to CHRI prior to their appointment/assignment. The Authorized Recipient shall review and provide to the Contractor written approval of the Security Training Program. Training shall be provided upon receipt of notice from the Compact Officer/Chief Administrator on any changes to federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General. Annual refresher training shall also be provided. The Contractor shall annually, not later than the anniversary date of the contract, certify in writing to the Authorized Recipient that annual refresher training was completed for those Contractor personnel with access to CHRI.

- 3.05 The Contractor shall make its facilities available for announced and unannounced audits and security inspections performed by the Authorized Recipient, the state, or the FBI on behalf of the Compact Council.

- 3.06 The Contractor's Security Program is subject to review by the Authorized Recipient, the Compact Officer/Chief Administrator, and the FBI CJIS Division. During this review, provision will be made to update the Security Program to address security violations and to ensure changes in policies and standards as well as changes in federal and state law are incorporated.
- 3.07 The Contractor shall maintain CHRI only for the period of time necessary to fulfill its contractual obligations but not to exceed the period of time that the Authorized Recipient is authorized to maintain and does maintain the CHRI.
- 3.08 The Contractor shall maintain a log of any dissemination of CHRI, for a minimum of 365 days.
- 3.09 The Authorized Recipient and/or Contractor shall make available to the State Compact Officer/Chief Administrator or the FBI Compact Officer the relevant portions of the current and approved contract relating to CHRI, upon request.

4.0 *Site Security*

- 4.01 The Authorized Recipient shall ensure that the Contractor site(s) is a physically secure location to protect against any unauthorized access to CHRI.

5.0 *Dissemination*

- 5.01 The Contractor shall not disseminate CHRI without the consent of the Authorized Recipient, and as specifically authorized by federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.
- 5.02 An up-to-date log concerning dissemination of CHRI shall be maintained by the Contractor for a minimum one year retention period. This log must clearly identify: (A) the Authorized Recipient with unique identifiers to include the FBI assigned Originating Agency Identifiers to include the FBI assigned Originating Agency Identifier (ORI)/Originating Agency Case (OCA) number, (B) the Transaction Control Number (TCN), (C) the date of dissemination, (D) the statutory authority for dissemination, and (E) the means of dissemination.
- 5.03 If CHRI is stored or disseminated in an electronic format, the Contractor shall protect against unauthorized access to the equipment and any of the data. In no event shall responses containing CHRI be disseminated other than as governed by this Outsourcing Standard or more stringent contract requirements.

6.0 *Personnel Security*

- 6.01 If a local, state, or federal written standard requires or authorizes a criminal history record check of the Authorized Recipient's personnel with access to CHRI, then a criminal history record check shall be required of the

Contractor's (and approved Sub-Contractor's) employees having access to CHRI. Criminal history record checks of Contractor and approved Sub-Contractor employees, at a minimum, will be no less stringent than criminal history record checks that are performed on the Authorized Recipient's personnel performing similar functions. Criminal history record checks must be completed prior to accessing CHRI under the contract.

- 6.02 The Contractor shall ensure that each employee performing work under the contract is aware of the requirements of the Outsourcing Standard and the state and federal laws governing the security and integrity of CHRI. The Contractor shall confirm in writing that each employee has certified in writing that he/she understands the Outsourcing Standard requirements and laws that apply to his/her responsibilities. The Contractor shall maintain the employee certifications in a file that is subject to review during audits. Employees shall make such certification prior to performing work under the contract.
- 6.03 The Contractor shall maintain updated records of personnel who have access to CHRI, update those records within 24 hours when changes to that access occur, and if a criminal history record check is required, maintain a list of personnel who have successfully completed criminal history record checks. The Contractor shall notify Authorized Recipients within 24 hours when additions or deletions occur.

7.0 *System Security*

- 7.01 The Contractor's security system shall comply with the CJIS Security Policy in effect at the time the Outsourcing Standard is incorporated into the contract and with successor versions of the CJIS Security Policy.
 - a. Devices shall be implemented to provide a point of defense and a controlled and audited access to CHRI, both from inside and outside the networks.
 - b. Data encryption shall be required for data in transit pursuant to the requirements in the CJIS Security Policy.
- 7.02 The Contractor shall provide for the secure storage and disposal of all hard copy and media associated with the system to prevent access by unauthorized personnel.

See the current CJIS Security Policy to address:

[www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view]

- a. Physically secure location.
 - b. Sanitization procedures for all fixed and non-fixed storage media.
 - c. Storage procedures for all fixed and non-fixed storage media.
- 7.03 To prevent and/or detect unauthorized access to CHRI in transmission or storage, each Authorized Recipient, Contractor, or Sub-Contractor must be assigned a unique identifying number.

8.0 *Security Violations*

8.01 Duties of the Authorized Recipient and Contractor

- a. The Authorized Recipient shall develop and maintain a written policy for discipline of Contractor employees who violate the security provisions of the contract, which includes this Outsourcing Standard that is incorporated by reference. The Authorized Recipient shall develop and maintain a written incident reporting plan for security events, to include violations and incidents. (See also Sections 2.07 and 3.03)
- b. Pending investigation, the Contractor shall, upon detection or awareness, suspend any employee who commits a security violation from assignments in which he/she has access to CHRI under the contract.
- c. The Contractor shall immediately (within one hour of discovery) notify the Authorized Recipient, the State Compact Officer/Chief Administrator, or the FBI of any security violation to include unauthorized access to CHRI. Within five calendar days of such discovery, the Contractor shall provide the Authorized Recipient, the State Compact Officer/Chief Administrator or the FBI a written report documenting such security violation, corrective actions taken by the Contractor to resolve such violation, and the date, time, and summary of the violation.
- d. The Authorized Recipient shall immediately (within four hours) notify the State Compact Officer/Chief Administrator and the FBI Compact Officer of any security violation or termination of the contract, to include unauthorized access to CHRI made available pursuant to the contract. The Authorized Recipient shall provide a written report of any security violation (to include unauthorized access to CHRI by the Contractor) to the State Compact Officer/Chief Administrator, if applicable, and the FBI Compact Officer, within five calendar days of receipt of the written report from the Contractor. The written report must include any corrective actions taken by the Contractor and the Authorized Recipient to resolve such security violation.

8.02 Termination of the contract by the Authorized Recipient for security violations

- a. The contract is subject to termination by the Authorized Recipient for security violations involving CHRI obtained pursuant to the contract.
- b. The contract is subject to termination by the Authorized Recipient for the Contractor's failure to notify the Authorized Recipient of any security violation or to provide a written report concerning such violation.
- c. If the Contractor refuses to or is incapable of taking corrective actions to successfully resolve a security violation, the Authorized

Recipient shall terminate the contract.

- 8.03 Suspension or termination of the exchange of CHRI for security violations
 - a. Notwithstanding the actions taken by the State Compact Officer, if the Authorized Recipient fails to provide a written report notifying the State Compact Officer/Chief Administrator or the FBI Compact Officer of a security violation, or refuses to or is incapable of taking corrective action to successfully resolve a security violation, the Compact Council or the United States Attorney General may suspend or terminate the exchange of CHRI with the Authorized Recipient pursuant to 28 CFR §906.2(d).
 - b. If the exchange of CHRI is suspended, it may be reinstated after satisfactory written assurances have been provided to the Compact Council Chairman or the United States Attorney General by the Compact Officer/Chief Administrator, the Authorized Recipient and the Contractor that the security violation has been resolved. If the exchange of CHRI is terminated, the Contractor's records (including media) containing CHRI shall be deleted or returned in accordance with the provisions and time frame as specified by the Authorized Recipient.

- 8.04 The Authorized Recipient and Contractor shall provide written notice (through the State Compact Officer/Chief Administrator if applicable) to the FBI Compact Officer of the following:
 - a. The termination of a contract for security violations.
 - b. Security violations involving the unauthorized access to CHRI.
 - c. The Contractor's name and unique identification number, the nature of the security violation, whether the violation was intentional, and the number of times the violation occurred.

8.05 The Compact Officer/Chief Administrator, Compact Council and the United States Attorney General reserve the right to investigate or decline to investigate any report of unauthorized access to CHRI.

- 8.06 The Compact Officer/Chief Administrator, Compact Council, and the United States Attorney General reserve the right to audit the Authorized Recipient and the Contractor's operations and procedures at scheduled or unscheduled times. The Compact Council, the United States Attorney General, and the state are authorized to perform a final audit of the Contractor's systems after termination of the contract.

9.0 PII

- 9.01 The Contractor is responsible for protecting all PII in its possession and control when handling, using, or storing CHRI.
- 9.02 The Contractor shall notify authorized individuals of their right to report PII breaches directly to the FBI should they believe their information has been mishandled or compromised.
- 9.03 The Contractor shall immediately (within one hour of discovery) notify the

Authorized Recipient, the State Compact Officer/Chief Administrator, or the FBI of any PII breach or potential PII breach. Within five calendar days of such discovery, the Contractor shall provide the Authorized Recipient, the State Compact Officer/Chief Administrator, or the FBI a written report documenting such violation and corrective actions taken to resolve such violation, to include the date, time, and summary of the notification to resolve such breach.

10.0 *Miscellaneous Provisions*

- 10.01 This Outsourcing Standard does not confer, grant, or authorize any rights, privileges, or obligations to any persons other than the Contractor, the Authorized Recipient, Compact Officer/Chief Administrator (where applicable), and the FBI.
- 10.02 The following document is incorporated by reference and made part of this Outsourcing Standard: (1) The CJIS Security Policy.
- 10.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they provide a minimum basis for the security of the system and the CHRI accessed therefrom and it is understood that there may be terms and conditions of the appended contract which impose more stringent requirements upon the Contractor.⁵

⁵Such conditions could include additional audits, fees, or security requirements. The Compact Council, Authorized Recipients, and the Compact Officer/Chief Administrator have the explicit authority to require more stringent standards than those contained in the Outsourcing Standard.

- 10.04 The minimum security measures as outlined in this Outsourcing Standard may only be modified by the Compact Council. Conformance to such security measures may not be less stringent than stated in this Outsourcing Standard without the consent of the Compact Council in consultation with the United States Attorney General.
- 10.05 This Outsourcing Standard may only be modified by the Compact Council and may not be modified by the parties to the appended contract without the consent of the Compact Council.
- 10.06 Appropriate notices, assurances, and correspondence to the FBI Compact Officer, Compact Council, and the United States Attorney General required by Section 8.0 of this Outsourcing Standard shall be forwarded by First Class Mail to:

FBI Compact Officer
1000 Custer Hollow
Road Module D-3
Clarksburg, WV 26306

11.0 *Exemption from Above Provisions*

11.01 An Information Technology (IT) contract need only include Sections 1.0, 2.01, 2.02, 2.03, 3.01, 6.0, 8.0, and 9.0 of this Outsourcing Standard for Non-Channelers when all of the following conditions exist:

1. Access to CHRI by the IT contractor's personnel is limited solely for the development and/or maintenance of the Authorized Recipient's computer system;
2. Access to CHRI is incidental, but necessary, to the duties being performed by the IT contractor;
3. The computer system resides within the Authorized Recipient's facility;
4. The Authorized Recipient's personnel supervise or work directly with the IT contractor personnel;
5. The Authorized Recipient maintains complete, positive control of the IT contractor's access to the computer system and CHRI contained therein; and
6. The Authorized Recipient retains all of the duties and responsibilities for the performance of its authorized noncriminal justice administrative functions, unless it executes a separate contract to perform such noncriminal justice administrative functions, subject to all applicable requirements, including the Outsourcing Standard.

11.02 An Authorized Recipient's contract where access to CHRI is limited solely for the purposes of: (A) storage (referred to as archiving in some states) of the CHRI at the Contractor's facility; (B) retrieval of the CHRI by Contractor personnel on behalf of the Authorized Recipient with appropriate security measures in place to protect the CHRI; and/or (C) destruction of the CHRI by Contractor personnel when not observed by the Authorized Recipient need only include Sections 1.0, 2.01, 2.02, 2.03, 3.01, 4.0, 6.0, 8.0, and 9.0 of this Outsourcing Standard for Non-Channelers when all of the following conditions exist:

1. Access to CHRI by the Contractor is limited solely for the purposes of: (A) storage (referred to as archiving in some states) of the CHRI at the Contractor's facility; (B) retrieval of the CHRI by Contractor personnel on behalf of the Authorized Recipient with appropriate security measures in place to protect the CHRI; and/or (C) destruction of the CHRI by Contractor personnel when not observed by the Authorized Recipient;
2. Access to CHRI is incidental, but necessary, to the duties being performed by the Contractor;
3. The Contractor is not authorized to disseminate CHRI to any other agency or contractor on behalf of the Authorized

- Recipient;
4. The Contractor's personnel are subject to the same criminal history record checks as the Authorized Recipient's personnel;
 5. The criminal history record checks of the Contractor personnel are completed prior to work on the contract or agreement;
 6. The Authorized Recipient retains all other duties and responsibilities for the performance of its authorized noncriminal justice administrative functions, unless it executes a separate contract to perform such noncriminal justice administrative functions, subject to all applicable requirements, including the Outsourcing Standard; and
 7. The Contractor stores the CHRI in a physically secure location.

12.0 *Duties of the State Compact Officer/Chief Administrator*

12.01 The State Compact Officer/Chief Administrator shall review legal authority and respond in writing to the Authorized Recipient's request to outsource noncriminal justice administrative functions.

12.02 The State Compact Officer/Chief Administrator reserves the right to review relevant portions of the outsourcing contract relating to CHRI throughout the duration of the contract approval.

12.03 The State Compact Officer/Chief Administrator must ensure criminal history record checks on approved Contractor and Sub-Contractor employees with access to CHRI are completed by the Authorized Recipient, if such checks are required or authorized of the Authorized Recipient personnel by federal statute, executive order, or state statute approved by

the United States Attorney General under Public Law 92-544. Criminal history record checks should be no less stringent than the checks performed on the Authorized Recipient personnel. Criminal history record checks must be completed prior to accessing CHRI under the contract.

12.04 Coordinate with the Authorized Recipient for the review and approval of the Contractor's Topological drawing which depicts the interconnectivity of the Contractor's network configuration as it relates to the outsourcing function(s).

12.05 90 Day Compliance Review

- a. The State Compact Officer/Chief Administrator shall work in coordination with the Authorized Recipient to conduct an audit of the Contractor within 90 days of the date the Contractor first receives CHRI under the approved outsourcing agreement.
- b. The State Compact Officer/Chief Administrator shall review the Authorized Recipient's audit certification to ensure compliance with the Outsourcing Standard.
 - i) The State Compact Officer/Chief Administrator shall address concerns with the Authorized Recipient resulting in non-compliance

- with the 90 day audit of the Contractor.
 - ii) The State Compact Officer/Chief Administrator shall have the right to terminate an Authorized Recipient's Outsourcing approval to a Contractor(s) for failure or refusal to correct a non-compliance issue(s).
- 12.06 The State Compact Officer/Chief Administrator shall coordinate with the Authorized Recipient to review the Contractor's Security Program. The program shall describe the implementation of the security requirements outlined in this Outsourcing Standard and the CJIS Security Policy. During the review, provisions will be made to update the Security Program to address security events and to ensure changes in policies and standards, as well as changes in federal and state law, are incorporated.
- 12.07 The State Compact Officer/Chief Administrator shall audit the Authorized Recipient and/or Contractor's operations and procedures. This may be done at scheduled and unscheduled times.
- 12.08 The State Compact Officer/Chief Administrator shall assign a unique identifying number to each Authorized Recipient, Contractor, or Sub-Contractor to ensure system security.
- 12.09 The State Compact Officer/Chief Administrator shall require immediate (within four hours) notification by the Authorized Recipient of any security event, to include security violations and incidents or termination of the contract, to include unauthorized access to CHRI made available pursuant to the contract. The State Compact Officer/Chief Administrator shall receive a written report from the Authorized Recipient of any security event (to include unauthorized access to CHRI by the Contractor) within five calendar days of receipt of the written report from the Contractor, that must include any corrective actions taken by the Contractor and Authorized Recipient to resolve such security event. (See the CJIS Security Policy {www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view})
- 12.10 Suspension or termination of the exchange of CHRI for security events.
 - a. The State Compact Officer/Chief Administrator may suspend or terminate the exchange of CHRI for security events or refusal or incapability to take corrective action to successfully resolve a security event.
 - b. The State Compact Officer/Chief Administrator may reinstate access to CHRI between the Authorized Recipient and the Contractor after receiving written assurance(s) of corrective action(s) from the Authorized Recipient and/or the Contractor.
- 12.11 The State Compact Officer/Chief Administrator shall provide written notification to the FBI Compact Officer of the termination of a contract for security events to include the security events involving access to CHRI; the Contractor's name and unique identification number; the nature of the security event; whether the event was intentional; and the number of times the event occurred.

- 12.12 The State Compact Officer/Chief Administrator reserves the right to investigate or decline to investigate any report of unauthorized access to CHRI.
- 12.13 The State Compact Officer/Chief Administrator is authorized to perform a final audit of the Contractor's system following termination of contract.

Statement of Understanding (Attachment B)

I, _____, understand the requirements of the Federal Bureau of Investigations' Outsourcing Standards. I understand my responsibility for maintaining the security and integrity for criminal history record information (CHRI) pursuant to 28 CFR Part 906.

28 CFR 906.2 - Third party handling of criminal history record information

(a) Except as prohibited in paragraph (b) of this section, criminal history record information obtained from the III System for noncriminal justice purposes may be made available:

(1) To a governmental agency pursuant to a contract or agreement under which the agency performs activities or functions for another governmental agency that is authorized to obtain criminal history record information by a federal statute, federal executive order or a state statute that has been approved by the United States Attorney General; and

(2) To a private contractor, or other nongovernmental entity or organization, pursuant to a contractual agreement under which the entity or organization performs activities or functions for a governmental agency authorized to obtain criminal history record information as identified in paragraph (a)(1) of this section or for a nongovernmental entity authorized to obtain such information by federal statute or executive order.

(b) Criminal history record information provided in response to fingerprint-based III System record requests initiated by authorized governmental agencies or nongovernmental entities for noncriminal justice purposes may be made available to contracting agencies or organizations manually or electronically for such authorized purposes. Such contractors, agencies, or organizations shall not be permitted to have direct access to the III System by computer terminal or other automated means which would enable them to initiate record requests, provided however, the foregoing restriction shall not apply with respect to: (1) Persons, agencies, or organizations that may enter into contracts with the FBI or State criminal history record repositories for the performance of authorized functions requiring direct access to criminal history record information; and (2) any direct access to records covered by [42 U.S.C. 14614\(b\)](#).

(c) The contracts or agreements authorized by paragraphs (a)(1) and (a)(2) of this section shall specifically describe the purposes for which criminal history record information may be made available to the contractor and shall incorporate by reference a security and management control outsourcing standard approved by the Compact Council after consultation with the United States Attorney General. The security and management control outsourcing standard shall specifically authorize access to criminal history record information; limit the use of the information to the purposes for which it is provided; prohibit retention and/or dissemination of the information except as specifically authorized in the security and management control outsourcing standard; ensure the security and confidentiality of the information; provide for audits and sanctions; provide conditions for termination of the contractual agreement; and contain such other provisions as the Compact Council, after consultation with the United States Attorney General, may require.

(d) The exchange of criminal history record information with an authorized governmental or nongovernmental entity or contractor pursuant to this part is subject to cancellation for use, retention or dissemination of the information in violation of federal statute, regulation or executive order, or rule, procedure or standard established by the Compact Council in consultation with the United States Attorney General.

I understand that a Criminal History Record Check means I am authorized to perform noncriminal justice fingerprint-based searches in the United States Citizenship and Immigration Services' (USCIS) national systems in order to obtain and incorporate information into the Alien file.

I understand that misuse of the information obtained may result in disciplinary actions.

Contractor Signature

Contract Supervisor Signature

**U.S. CITIZENSHIP AND IMMIGRATION SERVICES
OFFICE OF SECURITY AND INTEGRITY – PERSONNEL SECURITY DIVISION
SECURITY REQUIREMENTS**

GENERAL

U.S. Citizenship and 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 13526, Classified National Security Information, and supplementing directives.

The Contractor shall 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.

Any firm or business under contract with the Department of Homeland Security (DHS), which requires access to classified information, will require a Facility Security Clearance (FCL) commensurate with the level of access required. Firms that do not possess a FCL, or the requisite level FCL, will be sponsored by DHS to obtain one.

FITNESS 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 Fitness authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment Fitness 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 Contractor employee shall be allowed unescorted access to a Government facility without a favorable EOD decision or Fitness determination by the Office of Security & Integrity Personnel Security Division (OSI PSD).

BACKGROUND INVESTIGATIONS

Contractor employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information and/or classified information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract as outlined in the DHS Form 11000-25, Contractor Fitness/Security Screening Request Form and the USCIS Continuation Page to the DHS Form

11000-25. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through OSI PSD.

Completed packages must be submitted to OSI PSD for prospective Contractor employees no less than 30 days before the starting date of the contract or 30 days prior to EOD of any employees, whether a replacement, addition, subcontractor employee, or vendor. The Contractor shall follow guidelines for package submission as set forth by OSI PSD. A complete package will include the following forms, in conjunction with security questionnaire submission of the SF-85P, Security Questionnaire for Public Trust Positions via e-QIP:

1. Additional Questions for Public Trust Positions – Branching
2. DHS Form 11000-6, Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement
3. FD Form 258, Fingerprint Card (2 cards)
4. DHS Form 11000-9, Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act
5. DHS Form 11000-25, Contractor Fitness/Security Screening Request Form
6. USCIS Continuation Page to DHS Form 11000-25
7. OF 306, Declaration for Federal Employment (approved use for Federal Contract Employment)
8. Foreign National Relatives or Associates Statement

EMPLOYMENT ELIGIBILITY

Be advised that unless an applicant requiring access to sensitive but unclassified information and/or classified information has resided in the U.S. for three of the past five years, OSI PSD 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.

Only U.S. citizens are eligible for employment on contracts requiring access to Department of Homeland Security (DHS) Information Technology (IT) systems or involvement in the development, operation, management, or maintenance of DHS IT systems, unless a waiver has been granted by the Director of USCIS, or designee, with the concurrence of both the DHS Chief Security Officer and

the Chief Information Officer or their designees. In instances where non-IT requirements

contained in the contract can be met by using Legal Permanent Residents, those requirements shall be clearly described.

VISIT AUTHORIZATION LETTER (VAL)

The Contractor is required to submit a VAL for those individuals who require access to classified information during performance on this contract and who have an active Personnel Security

Clearance (PCL). The letter will be valid for a period not to exceed one year. If the requirement to access classified information no longer exists, or if access eligibility changes, OSI PSD will be notified immediately. The VAL must be submitted to OSI PSD in accordance with, and contain information as required by, Chapter 6 of the NISPOM.

CONTINUED ELIGIBILITY

If a prospective employee is found to be ineligible for access to USCIS facilities or information, the Contracting Officer's Representative (COR) will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract.

In accordance with USCIS policy, contractors are required to undergo a periodic reinvestigation every five years. Security documents will be submitted to OSI PSD within ten business days following notification of a contractor's reinvestigation requirement.

In support of the overall USCIS mission, Contractor employees are required to complete one-time

or annual DHS/USCIS mandatory trainings. The Contractor shall certify annually, but no later than December 31st each year, or prior to any accelerated deadlines designated by USCIS, that

required trainings have been completed. The certification of the completion of the trainings by all

contractors shall be provided to both the COR and Contracting Officer.

- USCIS Security Awareness Training (required within 30 days of entry on duty for new contractors, and annually thereafter)
- USCIS Integrity Training (annually)
- DHS Insider Threat Training (annually)
- DHS Continuity of Operations Awareness Training (one-time training for contractors identified as providing an essential service)
- Unauthorized Disclosure Training (one time training for contractors who require access to USCIS information regardless if performance occurs within USCIS facilities or at a company owned and operated facility)
- USCIS Fire Prevention and Safety Training (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training)
- USCIS PKI Initiative Training (if supervisor determines the need for a PKI certificate)
- Computer Security Awareness Training (if contractor requires access to USCIS IT systems, training must be completed within 60 days of entry on duty for new contractors, and

annually thereafter)

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 or whom USCIS determines to present a risk of compromising sensitive but unclassified information and/or classified information.

Contract employees will report any adverse information concerning their personal conduct to OSI PSD. The report shall include the contractor's name along with the adverse information being reported. Required reportable adverse information includes, but is not limited to, criminal charges and or arrests, negative change in financial circumstances, and any additional information that requires admission on the SF-85P security questionnaire or on any security form listed above.

In accordance with Homeland Security Presidential Directive-12 (HSPD-12)

<http://www.dhs.gov/homeland-security-presidential-directive-12> contractor employees who require access to United States Citizenship and Immigration Services (USCIS) facilities and/or utilize USCIS Information Technology (IT) systems, must be issued and maintain a Personal Identity Verification (PIV) card throughout the period of performance on their contract.

Government-owned contractor- operated facilities are considered USCIS facilities.

After the Office of Security & Integrity, Personnel Security Division has notified the Contracting Officer's Representative that a favorable entry on duty (EOD) determination has been rendered, contractor employees will need to obtain a PIV card.

For new EODs, contractor employees have [10 business days unless a different number is inserted] from their EOD date to comply with HSPD-12. For existing EODs, contractor employees have [10 business days unless a different number of days is inserted] from the date this clause is incorporated into the contract to comply with HSPD-12.

Contractor employees who do not have a PIV card must schedule an appointment to have one issued. To schedule an appointment:

<http://ecn.uscis.dhs.gov/team/mgmt/Offices/osi/FSD/HSPD12/PIV/default.aspx>

Contractors who are unable to access the hyperlink above shall contact the Contracting Officer's Representative (COR) for assistance.

Contractor employees who do not have a PIV card will need to be escorted at all times by a government employee while at a USCIS facility and will not be allowed access to USCIS IT systems.

A contractor employee required to have a PIV card shall:

- Properly display the PIV card above the waist and below the neck with the photo facing out so that it is visible at all times while in a USCIS facility
 - Keep their PIV card current
 - Properly store the PIV card while not in use to prevent against loss or theft
- <http://ecn.uscis.dhs.gov/team/mgmt/Offices/osi/FSD/HSPD12/SIR/default.asp>

OSI PSD must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS issued identification cards and HSPD-12 card, or those of terminated employees to the COR. If an identification card or HSPD-12 card is not available to be returned, a report must be submitted to the COR, referencing the card number, name of individual to whom issued, the last known location and disposition of the card.

SECURITY MANAGEMENT

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

The COR and OSI 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 COR 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.

In the event classified information is inadvertently received by a contractor who does not hold an active security clearance at the Secret level, a Government employee or Contractor with the

Subpart 4.4—Safeguarding Classified Information Within Industry

4.402 General.

(a) Executive Order 12829, January 6, 1993 (58 FR 3479, January 8, 1993), entitled “National Industrial Security Program” (NISP), establishes a program to safeguard Federal Government classified information that is released to contractors, licensees, and grantees of the United States

Government. Executive Order 12829 amends Executive Order 10865, February 20, 1960 (25 FR 1583, February 25, 1960), entitled “Safeguarding Classified Information Within Industry,”

as amended by Executive Order 10909, January 17, 1961 (26 FR 508, January 20, 1961).

(b) The National Industrial Security Program Operating Manual (NISPOM) incorporates the requirements of these Executive orders. The Secretary of Defense, in consultation with all affected agencies and with the concurrence of the Secretary of Energy, the Chairman of the Nuclear Regulatory Commission, and the Director of Central Intelligence, is responsible for issuance and maintenance of this Manual. The following DoD publications implement the program:

- (1) National Industrial Security Program Operating Manual (NISPOM) (DoD 5220.22- M).
- (2) Industrial Security Regulation (ISR) (DoD 5220.22-R).

(c) Procedures for the protection of information relating to foreign classified contracts

awarded to

U.S. industry, and instructions for the protection of U.S. information relating to classified contracts awarded to foreign firms, are prescribed in Chapter 10 of the NISPOM.

(d) Part 27—Patents, Data, and Copyrights, contains policy and procedures for safeguarding classified information in patent applications and patents.

4.403 Responsibilities of Contracting Officers.

(a) Presolicitation phase. Contracting officers shall review all proposed solicitations to determine whether access to classified information may be required by offerors, or by a contractor during contract performance.

(1) If access to classified information of another agency may be required, the contracting officer shall—

(i) Determine if the agency is covered by the NISP; and

(ii) Follow that agency's procedures for determining the security clearances of firms to be solicited. (2) If the classified information required is from the contracting officer's agency, the contracting officer shall follow agency procedures.

(b) Solicitation phase. Contracting officers shall—

(1) Ensure that the classified acquisition is conducted as required by the NISP or agency procedures, as appropriate; and

(2) Include—

(i) An appropriate Security Requirements clause in the solicitation (see 4.404); and

(ii) As appropriate, in solicitations and contracts when the contract may require access to classified information, a requirement for security safeguards in addition to those provided in the clause (52.204-2, Security Requirements).

(c) Award phase. Contracting officers shall inform contractors and subcontractors of the security classifications and requirements assigned to the various documents, materials, tasks, subcontracts, and components of the classified contract as follows:

(1) Agencies covered by the NISP shall use the Contract Security Classification Specification, DD Form 254. The contracting officer, or authorized representative, is the approving official for the form and shall ensure that it is prepared and distributed in accordance with the ISR.

(2) Contracting officers in agencies not covered by the NISP shall follow agency procedures.

4.404 Contract Clause.

(a) The contracting officer shall insert the clause at 52.204-2, Security Requirements, in solicitations and contracts when the contract may require access to classified information, unless the conditions specified in paragraph (d) of this section apply.

(b) If a cost contract (see 16.302) for research and development with an educational institution is contemplated, the contracting officer shall use the clause with its Alternate I.

(c) If a construction or architect-engineer contract where employee identification is required for security reasons is contemplated, the contracting officer shall use the clause with its Alternate II.

(d) If the contracting agency is not covered by the NISP and has prescribed a clause and alternates that are substantially the same as those at 52.204-2, the contracting officer shall use the agency- prescribed clause as required by agency procedures.

52.204-2 Security Clause Requirements.

As prescribed in 4.404(a), insert the following clause: Security Requirements (Aug 1996)

(a) This clause applies to the extent that this contract involves access to information classified "Secret."

(b) The Contractor shall comply with—

(1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DOD 5220.22-M); and

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(c) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease

in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(d) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

(End of clause)

Alternate I (Apr 1984). If a cost contract for research and development with an educational institution is contemplated, add the following paragraphs (e), (f), and (g) to the basic clause:

(e) If a change in security requirements, as provided in paragraphs (b) and (c), results (1) in a change in the security classification of this contract or any of its elements from an unclassified status or a lower classification to a higher classification, or (2) in more restrictive area controls than previously required, the Contractor shall exert every reasonable effort compatible with the Contractor's established policies to continue the performance of work under the contract in compliance with the change in security classification or requirements. If, despite reasonable efforts, the Contractor determines that the continuation of work under this contract is not practicable because of the change in security classification or requirements, the Contractor shall notify the

Contracting Officer in writing. Until resolution of the problem is made by the Contracting Officer, the Contractor shall continue safeguarding all classified material as required by this contract.

(f) After receiving the written notification, the Contracting Officer shall explore the circumstances surrounding the proposed change in security classification or requirements, and shall endeavor to work out a mutually satisfactory method whereby the Contractor can continue performance of the work under this contract.

(g) If, 15 days after receipt by the Contracting Officer of the notification of the Contractor's stated inability to proceed, (1) the application to this contract of the change in security

classification or requirements has not been withdrawn, or (2) a mutually satisfactory method for continuing performance of work under this contract has not been agreed upon, the Contractor may request the Contracting Officer to terminate the contract in whole or in part. The Contracting Officer shall terminate the contract in whole or in part, as may be appropriate, and the termination shall be deemed a termination under the terms of the Termination for the Convenience of the Government clause.

Alternate II (Apr 1984). If employee identification is required for security or other reasons in a construction contract or architect-engineer contract, add the following paragraph (e) to the basic clause:

(e) The Contractor shall be responsible for furnishing to each employee and for requiring each employee engaged on the work to display such identification as may be approved and directed by the Contracting Officer. All prescribed identification shall immediately be delivered to the Contracting Officer, for cancellation upon the release of any employee. When required by the Contracting Officer, the Contractor shall obtain and submit fingerprints of all persons employed or to be employed on the project.

LIST OF ATTACHMENTS

(These items will be incorporated in to the award)

1. Pricing Spreadsheet Attachment (Attachment 0001)
2. Performance Work Statement (Attachment 0002)
 1. Definitions and Acronyms
 2. Government Provided Property
 3. Daily At A Glance (DAAG) Glossary
 4. SCOPS DAAG Template
 5. Government Provided Information
 6. Mandatory Training for Contractors
 7. FDNS MAAG Glossary and FDNS MAAG Template
3. Wage Determination (Attachment 0003)

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

**Performance Work Statement for
Potomac Center Operations Support Services
(PCOSS)**



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

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1.0 INTRODUCTION

The mission of United States Citizenship and Immigration Services (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.

USCIS will acquire records management and support services for its Service Centers. The objective of this acquisition is to provide comprehensive records management services at the Potomac Service Center (YSC) in a manner that ensures efficient and effective adjudication, financial responsibility, and excellent customer service. USCIS is the customer of services under this acquisition.

This Performance Work Statement (PWS) provides the requirements for records management at the Potomac Center Operations Support Services (PCOSS) that include, but are not limited to, correspondence management, data collection, and file operations. These services support the YSC. The YSC will primarily adjudicate applications and petitions using the USCIS Electronic Immigration System (USCIS ELIS) and its legacy system, the Computer Linked Application Information and Management System (CLAIMS).

2.0 BACKGROUND

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 the following four (4) service centers were established:

- 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.

In 2015, a fifth service center was established in Arlington, Virginia named the Potomac Service Center (YSC).

USCIS Service Centers were established to process correspondence, perform data collection, fee collection, file operation support services; as well as adjudication operations of most applications and/or petitions for immigration services and benefits. For the most part, forms associated with the applications/petitions are mailed to USCIS lockbox facilities and the processed applications are forwarded to the Service Centers for adjudicating. 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. The forms adjudicated by each Service Center are listed on the USCIS.GOV home page and are subject to change.

Currently, USCIS adjudicates approximately 5 million applications and petitions at the five Service Centers each year. At this time, it is estimated that the volume at the YSC, when fully operational, will be approximately over 1 million adjudicated applications and petitions per year.

Workload at the Potomac Service Center may increase or decrease during this contract based on a number of factors, including changes brought about by technological advances (ELIS), USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, and/or changing global events.

The work under this contract will be performed Monday through Saturday using the following schedule. Monday through Friday, 6:00 a.m. to 11:00 pm, and Saturday, 6:00 am to 6:00 pm. except on Federal holidays. However, due to the nature of the USCIS mission, some work may be required outside of the above stated hours of operation.

3.0 SCOPE OF WORK

The non-personal services in this PWS include administrative, management and technical functions in support of USCIS YSC records management. 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. The Contractors may not make decisions that are inherently governmental in nature nor do they have USCIS signature authority.

Except for items and services specified in this PWS as Government provided property or services, the Contractor shall provide all personnel, supervision, management and other items and services necessary to perform the requirements of the contract.

4.0 PCOSS LANDSCAPE OVERVIEW

4.1. The Office of Intake and Document Production (OIDP)

Through a Memorandum of Understanding (MOU) with the Department of the Treasury, USCIS established lockbox operations in 2001. Beginning in 2007, many forms formerly mailed by the public to the service centers were directed to USCIS lockbox facilities located in Chicago, Illinois; Dallas, Texas; and Phoenix, Arizona. The lockbox facilities are responsible for performing the intake tasks (correspondence management, data collection, and fee collection) for the majority of USCIS forms that are submitted by applicants and petitioners.

Specifically, USCIS lockbox facilities: Extract data from various form types supporting each application/petition; transfer data electronically to USCIS systems; deposit fees; and create files that are shipped to the appropriate service center for further processing.

PCOSS contract personnel complete file processing so the file is ready for adjudication. For the remaining forms not processed by the lockbox, PCOSS contract personnel may perform the intake and file operation tasks in Section 5.0 (Contractor Tasks/Requirements).

4.2. The Computer Linked Application Information and Management System (CLAIMS 3) Case Management System

CLAIMS 3 is a hybrid paper-electronic system that was introduced to the legacy Immigration and Naturalization Service (INS) in 1990. Cases in CLAIMS 3 are adjudicated using both the paper and electronic file where both are maintained and updated. The paper file is considered to be the official record of the case and is retained with all supporting documents as detailed in NARA-approved retention schedules, depending on form type, at USCIS storage facilities.

4.3. The USCIS eProcessing Case Management System

USCIS is moving the processing of applications and petitions from a paper-based model to a secure, online environment. Currently, the eProcessing systems in use are the USCIS Electronic Immigration System (USCIS ELIS) and STACKS (STACKS will be available beginning May 5, 2019).

USCIS ELIS is an online account-based system that enables USCIS adjudicators to render decisions for immigration benefits by accessing information submitted by applicants and petitioners. Through USCIS ELIS, applicants can view their benefit request, receive electronic notification of decisions, and receive real-time case status updates. Applicants can file online in USCIS ELIS or send paper filings for most form types to USCIS lockbox facilities for data and fee collection in systems that interface with USCIS ELIS. Eventually, most or all benefit requests filed with and adjudicated by USCIS will be incorporated in USCIS ELIS.

5.0 CONTRACTOR TASKS/REQUIREMENTS

The hours of operation for this contract are 6:00 a.m. - 11:00 p.m., Monday through Friday and 6:00 a.m.- 6:00 p.m on Saturday, excluding Federal holidays; or at the direction of the Service Center Director. Most of the work performed by the contractor will be during this stated hours of operation. However, due to the nature of the USCIS mission, some work is performed and must be supported outside of the hours of operation. Should the volume of receipts increase significantly, it may be necessary to extend operating hours to as much as 24 hours per day. The contractor shall obtain written approval by the Contracting Officer's Representative (COR) for work schedules different from the hours of operation one (1) week prior to the commencement of the revised schedule. The contractor shall actively manage its workforce to perform all the requirements of the contract without an expectation of being paid an overtime rate by the Government. Additionally, offerors need to be aware of any service center space constraints when considering adding employees; as this may or may not be an option.

USCIS requires the contractor to conduct ongoing quality control and process reviews of the work performed in each of the following task areas: Contractor's program and site management; Correspondence Management; Data Collection; Fee Collection and Returns, and File Operations. USCIS has quality standards related to processes that USCIS believes are critical to successful performance of support services at Potomac Service Center. Performance requirements and their associated quality standards define the work to be performed; although these may change over time. USCIS established these performance requirements and quality standards after careful analysis of current operations and performance against similar standards.

The following apply to Sections 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, and 8.0:

- A quality standard represents how well the Government expects the contractor to perform and the specific amount of time for completing the task. Standards will be monitored by USCIS and measured to assess the level of in-process and product quality. There may be multiple standards associated with each performance requirement and the standards are divided to assess accuracy and timeliness.
- A measurement is the method the Government plans to use to monitor and evaluate whether the contractor met the quality standard.
- The Acceptable Quality Level (AQL) is a statistical measurement of the maximum number of defective units considered acceptable in a particular sample size. If a standard for any performance requirement is not met, the contractor may not meet the overall AQL for the performance requirement.
- A standard working day is the period of time that the service center is open for contractor performance, from 6:00 a.m. until 11:00 p.m., Monday through Friday and 6:00 a.m. – 6:00 p.m. on Saturday, excluding Federal holidays.
- A business day is considered to be between the hours of 8:00 a.m. and 5:00 p.m., Monday through Saturday; excluding Federal holidays. The close of a business day is 5:00 p.m.

The Contracting Officer (CO) may provide delegated authority to designated Contracting Officer's Representatives (CORs) for the decision of whether to waive or relax a quality standard under situations that are deemed justified.

The requirements identified in this section shall be performed in accordance with the USCIS Records Policy Manual (RPM) and other USCIS local and national policies and procedures as described in Attachment 2.2, Government Provided Information.

5.1. Program Management (CLIN X001)

The contractor's Program Management (PM) staff shall manage the performance of all tasks as specified in the PWS. USCIS expects that the contractor's PM function, staffed by the Program Manager and other key personnel shall include:

- Experienced, knowledgeable and capable task managers. They shall be available for both ad hoc and regularly-scheduled meetings at the Government site as necessary. Historically, requests have been monthly or less frequently.
- Capability to provide operational and contract-specific financial information; as both scheduled and ad-hoc deliverables.
- Active pursuit of solutions to correct deficiencies.
- All reports and other deliverables as detailed in this PWS.
- Capability to provide cost data to include PCOSS cost of approved overtime cost.

At least 60% of the program management employees must be of the prime contractor, including the Program Manager and all Site Manager at the service center.

5.2. General Requirements (Contractor's Program & Site Management)

Background	<p>The Contractor's Program and Site Management shall ensure all General Requirements are met. Quality Assurance reviews for these requirements are measured as pass/fail and are exclusive of the reviews conducted in the other task areas (correspondence management, data collection, fee collection, and file operations).</p> <p>The quality assurance method used to monitor and evaluate contractor performance in complying with General Requirements is Ongoing Monitoring.</p>
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- 5.2.1. The contractor shall provide onsite 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 COR(s) updated on operational status and plans.
- 5.2.2. The contractor shall comply with all USCIS policies, procedures, user guides, Standard Operating Procedures (SOPs), and regulations in effect during the performance of the contract.
- 5.2.3. The contractor shall provide reports required in the contract or contained in service center policies and procedures. The response time for reports shall be in accordance to COR designations.
- 5.2.4. The contractor shall report immediately without delay to the COR and Contracting Officer (CO) any attempted bribery, suspected fraud, waste or abuse, and any accidents, theft or robbery. The contractor shall provide a written report of such incidents to the COR and CO in accordance with Significant Incident Report (SIR) requirements.
- 5.2.5. The contractor shall require all contractor personnel to sign nondisclosure statements affirming that they will not disclose data, including Personally Identifiable Information (PII), that they encounter in the performance of the contract to any unauthorized entity. PII is any information that permits the identity of an individual to be directly or indirectly inferred, including any information which is linked or linkable to that individual. Contractor personnel shall report any unauthorized disclosure of PII to their supervisor as soon as it is suspected or confirmed.
- 5.2.6. The contractor shall maintain accounting consumables, including mail supplies available through the United States Postal Service (USPS) and courier companies, to meet all requirements of the contract. The contractor shall provide sufficient notice to the COR of the need for additional consumables to enable timely replenishment.
- 5.2.7. 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 COR. This may include, but is not limited to, making necessary adjustments to accommodate various size letters and correspondence, clearing paper jams, and changing toner cartridges, etc.
- 5.2.8. The contractor shall ensure Government equipment and property are properly maintained and used as intended to avoid damaging other Government

property (e.g., doors, walls, computer equipment). The contractor shall notify the COR of incidents resulting in damage to Government property immediately upon occurrence and failure to do so could result in a monetary penalty.

- 5.2.9. The contractor shall provide notification to the COR within one (1) hour (measured during hours of operation) of government provided systems or equipment malfunctions, downtime, or failure.
- 5.2.10. The contractor shall obtain the written approval of the COR for work schedules that are different from the hours of operation one (1) week prior to the commencement of the schedule.
- 5.2.11. The contractor shall actively manage its workforce to maintain operational flexibility to perform the requirements of the contract at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.
- 5.2.12. The contractor shall be familiar with Continuity of Operations Plans (COOP), facility Occupancy Emergency Plan (OEP), and Security Plans applicable at YSC and shall adhere to the requirements to perform contained within these plans.
- 5.2.13. The contractor's site management shall report suspicious packages in accordance to the YSC facility OEP and Mail Security Plan and if released, process the packages.

5.3. Correspondence Management Support Requirements (CLIN X002)

Background	<p>The contractor shall perform all tasks necessary for, or incidental to, the receiving, processing, securing, and delivery of incoming and outgoing correspondence for all components in YSC. This function includes the proper handling, securing, and delivery of registered mail to include registered mail, express mail, cleared commercial carrier, cleared messenger service, cleared courier, a commercial delivery company cleared by the cognizant security agency, or any other authorized means of transmitting classified information at the Secret level. All personnel must possess a security clearance at the Secret level if they are opening mail that is received by authorized means of transmitting classified information at the Secret level. Contractors will be responsible for processing mail classified at the SECRET level on a daily basis. Mail at the secret level will include high profile application files and Letter Head Memorandum (LHMs) that are delivered to the service center sealed with secret written or stamped all over the inner envelope. Contractors may not open the inner envelope and must deliver them in dual custody to designated personnel who have a secret clearance. Alternatively such correspondence may be stored in the approved GSA classified container located in the mailroom for subsequent pick-up by a cleared government employee.</p> <p>As envisioned, the correspondence management unit will be based on the ground level of the YSC. The initial processing room is about 150 feet down a hallway from the building loading dock where the CRDS will</p>
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	<p>deliver and pick up mail once per day or as designated by COR. The current plan is for this to be done between 9:30-10:30 am Monday through Friday, but this may be subject to change.</p> <p>After processing incoming mail on the ground floor the contractor will be required to move and deliver it to the various stops on each floor occupied by USCIS and collect correspondence waiting to be processed. A public lobby in an enclosed mall like shopping structure must be crossed after leaving the mailroom area to access the freight elevator used for mail delivery.</p> <p>For security requirements it is planned for a security guard to be stationed on the ground floor in the correspondence/mail processing areas. These guards will be independent of this contract.</p>
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- 5.3.1.** The Contractor shall receive mail once per day, or as designated by the COR, from DHS Consolidated Remote Delivery Site (CRDS) couriers serving the Service Center Monday through Friday (excluding federal holidays). This delivery will include all USPS mail as well as private courier (FedEx, UPS) mail.

Standard	Receive correspondence a minimum of once per day from CRDS.
AQL	99.00%
Measure	Random Sampling & Customer Feedback Forms (CFFs)

- 5.3.2.** The contractor shall provide manifests for all correspondence, including but not limited to USPS correspondence, 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, and maximizes throughput.

Standard	Account for correspondence.
AQL	No more than 5 pieces of mail are unaccounted for.
Measure	Random Sampling & CFFs

- 5.3.3.** The contractor shall receive all correspondence delivered by the DHS CRDS couriers during the mailroom hours of operation which is between 6am - 6pm.

Standard	Receive all correspondence delivered by the CRDS couriers during hours of operation.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.4.** All correspondence (excluding certain exceptions) shall be accurately opened, sorted, date stamped, handled, and routed within the established time frame.

Standard 1	All correspondence received is accurately opened, sorted, date stamped, handled, and routed for processing and receipting. This includes manifesting returned documents.
AQL	99.00%
Measure	Random Sampling & CFFs

Standard 2	All correspondence shall be delivered to its correct destination no later than 8:00 am the next business day or as directed by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.5.** The contractor shall log registered mail, certified mail, and any other correspondence (such as foreign mail) that may be designated by the COR.

Standard	Registered and certified mail is logged. All other correspondence designated by the COR is logged.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.6.** The contractor shall return non-conforming correspondence (undelivered mail) to USCIS within two (2) business days.

Standard	Process undelivered mail in accordance with the Standard Operating Procedure (SOP).
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.7.** The contractor shall return all incorrectly filed applications and associated fees to USCIS applicants within two (2) business days.

Standard	Return incorrectly file applications in accordance with the Standard Operating Procedure (SOP).
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.8.** The contractor shall correctly prepare, stuff and/or seal outgoing correspondence to CRDS or designated third parties within one (1) business day of receiving them from USCIS.

Standard	Outgoing correspondence is properly prepared for mailing with accurate, complete, and visible delivery address and billing information.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.9.** The Contractor shall prepare mail to be ready for pickup at the time of the daily scheduled CRDS stop. CRDS shall take delivery of all mail staged for pick up by the contractor during the same stop.

Standard	Outgoing correspondence is delivered to CRDS at a minimum of once per business day, Monday through Friday (excluding federal holidays).
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.3.10.** The contractor shall provide courier services (using Government provided vehicle) for correspondence between the YSC office location and other local file storage locations (within 125 mile radius of YSC) as designated by the COR.

Standard	Correspondence is delivered at a minimum of twice per business day or as directed by the COR, Monday through Friday (excluding federal holidays).
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AQL	99.00%
Measure	Random Sampling & CFFs

5.4. Data Collection Support Requirements (CLIN X003)

Background	<p>The accuracy of data collection is critical to the USCIS mission. The primary data collection support at the YSC consists of collecting alias(es) name of the petitioner or applicant. The alias(es) are typed into the Treasury Enforcement Communications System TECS by ELIS (TbE) system and/or Record of Inquiry- TECS (ROIT) system. The Contractor is required to verify the accuracy of the information they enter into USCIS systems. Accurate data entry may require the Contractor to search for valid data within source documents when entering information from specific forms. The Contractor should anticipate occasional electronic system outages in order to direct work efforts to other activities.</p> <p>It is anticipated that the YSC shall data enter a limited number of forms that are exceptions to our general practice of processing at the lockbox or filing online electronically.</p> <p>Data Collection Support may include making system updates for previously existing records in CIS2, ELIS, or RAILS. These updates can also include address changes, name changes, correcting errors, adding or changing an attorney of record, and recording incoming and outgoing correspondence such as Request for Evidence (RFE), RAP Sheets, and similar documents. All these file supporting data updates are considered part of file operations..</p>
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- 5.4.1.** The Contractor shall review supporting documents in either electronic or paper format, accompanying an application or petition, in order to identify and record all alias names and alternate dates of birth used by the applicant or petitioner.

Standard	All alias names and alternate dates of birth contained on electronic or paper source documents accompanying an application or petition are accurately recorded in USCIS systems within five (5) business days of being received into the YSC.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.4.2.** The contractor shall review applications/petitions and supporting documents for completeness, jurisdiction, signature, and acceptability; and process those compliant and non-compliant applications/petitions.

Standard	The application/petition and supporting document is correctly identified as compliant (acceptable) or non-compliant (reject).
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.4.3.** The contractor shall collect information from forms and source documents and correctly input data into various formatted screens within established processing

timeframes. Accuracy is defined as no data entry errors on the entire form or document.

Standard 1	Complete and accurate data collection of all fee and non-fee related forms and source documents completed accurately within established processing timeframes.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.4.4.** The contractor shall accurately scan biometrics and, as required, perform cropping, scaling, and adjusting of contrast and brightness necessary to achieve an acceptable quality image for document production.

Standard 1	Necessary adjustments are made to system data equipment to achieve an acceptable quality image for document production.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Biometrics are scanned by the close of the second working day the materials are received at the service center or by the close of the second working day upon receiving notification from USCIS.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.4.5.** The contractor shall scan, process, and verify fingerprint cards (FD-258) for submission to the Federal Bureau of Investigation (FBI).

Standard 1	Fingerprint submissions are accurately scanned, processed, and verified.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Non-orphan or non-adoption fingerprints are processed and submitted by close of the second working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Orphan and adoption cards are processed and submitted by close of next working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs

5.5. Fee Collection & Returns Requirements (CLIN x003)

Background	The accuracy and timeliness of fee collection and deposit is instrumental to the success of the USCIS mission; and includes, but is not limited to, collecting, reviewing, endorsing, and depositing fees (negotiable instruments). To complete this, the contractor shall collect fees, review fees for acceptability, and process fees by accurately preparing and timely depositing all fees through an electronic funds transfer process.
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	<p>The contractor is also responsible for accurately reconciling and reporting deposits on a daily basis.</p> <p>This task area is not currently performed at the PSC however it is a future possibility. If this task area becomes functional during the task order, a modification will be mutually agreed on between the contractor and government.</p>
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5.6. File Operations Support Requirements (CLIN X003)

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 correspondence in a timely, complete, and accurate manner. File content is dictated by documentation requirements imposed by law, regulation, or public policy. Files may be in paper, electronic, or digitized formats. The contractor is also required to update USCIS tracking systems, annotate appropriate actions on case processing worksheets, manifest cases and documents being transferred as required, perform and follow-up File Transfer Requests (FTR), Manual Search Requests (MSR), and perform file sorts and file pulls as requested.</p> <p>Under USCIS ELIS, paper files may or may not be created depending on various factors. Even when adjudicating an ELIS case without a paper receipt file, an existing paper A-file may continue to be utilized in conjunction with adjudication of the ELIS record; therefore many legacy file operations will remain to some extent during USCIS ELIS adjudication.</p> <p>Further, contractors may also be required to access the Treasury Enforcement Communication System (TECS) to run basic queries and generate screen prints that are to be interfiled with appropriate case files.</p>
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5.6.1. The contractor shall create and verify all files when required during file operations.

Standard 1	Create and verify files in CIS2 as required by USCIS by close of the second working day after receiving the request.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	No duplicate or electronic A-file records are created.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Create files accurately.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.2.** The contractor shall accurately request required files from external sources, such as other centers, district offices, the National Records Center (NRC) within established timeframes.

Standard 1	Accurately request required files from external sources.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Complete external file requests by close of the next working day upon request.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.3.** The contractor shall fulfill internal (within the center) and external (originating from other centers, district offices, the NRC) file requests for information by identifying, locating, retrieving and delivering the correct file(s) within the established timeframes.

Standard 1	Respond to file requests by retrieving the correct file(s).
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Requests are accurately fulfilled and delivered by close of the next business day or as designated by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Bulk file requests are fulfilled by the fifth business day or as designated by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.4.** The contractor shall accurately perform file sorts.

Standard 1	Accurately sort, store, and route files in accordance with standard procedures.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Sort and route files within two (2) working days upon receipt or as designated by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.5.** The contractor shall file and re-file records.

Standard 1	File newly receipted cases by close of the next working day following data collection, unless otherwise directed by the COR,.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Other files are re-filed by close of the next working day when routed internally to be stored in the fileroom or following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Files are accurately stored.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.6.** The contractor shall track and update files in the appropriate file tracking system (RAILS) upon movement or as requested by USCIS. The contractor shall accurately update data in various USCIS systems (e.g. C3, CIS2, ELIS).

Standard 1	Files are correctly updated in USCIS systems.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Files are accurately tracked in RAILS upon movement.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Data is accurately updated in USCIS systems.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 4	Tracking functions are completed daily by the close of the work day.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 5	Update data in USCIS systems by close of the next working day upon receiving the request.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.7.** The contractor shall reconcile and resolve issues identified through system generated error and recurring reports.

Standard	Reconcile and resolve issues identified through system generated error and recurring reports within five (5) working days or as designated by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.8.** The contractor shall accurately consolidate files, physically and electronically, within established timeframes.

Standard 1	Files are accurately consolidated, both physically and electronically.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	The consolidated process is completed by close of the third working day following being received by the contractor.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.9.** The contractor shall create and maintain temporary holding areas for files pending further action (e.g., fingerprints or evidence). The contractor shall maintain a tracking process for files held in temporary holding areas.

Standard 1	Create and maintain temporary file holding areas.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Maintain a tracking process that accurately identifies the expiration of files held in temporary holding areas.
AQL	99.00%
Measure	Random Sampling & CFFs

Standard 3	Move files maintained in temporary holding areas to the next stage of the process when required by end of the next business day.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.10. The contractor shall accurately interfile, connect, and route all correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems within established timeframes.

Standard 1	Interfiling/evidence is connected and affixed to the correct file.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Interfiling/evidence is completed by close of the third working day following being received by the contractor or received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Interfiling/evidence for Non-Premium cases is updated in USCIS systems by close of the third working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 4	Interfiling/evidence for Non-Premium cases is connected by close of the third working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 5	Interfiling/evidence for Premium Processing files is updated in USCIS systems by close of the same working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 6	Interfiling/evidence for Premium Processing files is connected by close of the same working day following being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 7	Files are routed to the adjudicating officer by close of the next working day following the requested interfiling/evidence being connected to the file.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.11. The contractor shall accurately scan and upload documents, perform cropping, scaling, and adjust contrast and brightness as necessary to achieve an acceptable quality image as required in USCIS systems.

Standard 1	Scanned materials are complete, legible, and uploaded to the correct record and assigned to the correct category.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Necessary adjustments are made to achieve an acceptable quality image.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Documents for Pending Premium cases are uploaded the same working day as they are received for processing.

AQL	99.00%
Measure	Random Sampling & CFFs
Standard 4	Documents for Pending Non-Premium cases are uploaded by close of the next working day after being received for processing.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 5	Documents for Non-Pending cases are uploaded by close of the third working day after being received for processing.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.12. The contractor shall review and prepare files for shipment to the National Records Center (NRC), Harrisonburg (HBG), or other locations. Additionally, the contractor shall verify that closed files are noted as closed with a decision stamp within the physical file and appropriately updated in USCIS systems before preparing the file for shipment.

Standard 1	Files are reviewed to ensure that each file is properly prepared and staged to the NRC or other locations.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Review the files to ensure pending cases are not sent to a storage facility.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.13. The contractor shall accurately prepare, verify, and retain an electronic copy of all manifests for outgoing and incoming file shipments.

Standard 1	Outgoing manifests are accurately prepared and verified to contain current supporting information.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Electronic manifests are provided to the receiving location as required.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Incoming manifests are verified to match files in the box with those listed on the manifest.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 4	Copies of manifests are properly maintained at the service center. Once the shipment has been received and accounted for at the receiving office, the manifests must be retained electronically. Manifests containing A-numbers shall be handled as Sensitive PII.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 5	Report inconsistencies on incoming manifests within one (1) working day to USCIS.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.14.** The contractor shall perform system queries and searches in USCIS systems, and place a screen print(s) of the search result(s) in the file, when required.

Standard 1	Accurately perform all system queries and searches.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Screen prints are printed and placed in the corresponding file within the established timeframe designated by the COR
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.15.** The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the service center. The files forwarded to an adjudication division are complete and ready for adjudication in accordance with the SOP for the form in question.

Standard 1	All required screen prints are accurately produced and connected to the correct file.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Files are accurately updated in RAILS.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	All files are accurately assembled and properly maintained.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.16.** The contractor shall ensure that work orders are accurately processed and delivered.

Standard 1	The correct type and number of requested forms are pulled.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Work orders are sent to the correct officer.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Work orders are delivered to adjudications within the time frame specified by Service Center SOPs or as designated by the COR.
AQL	99.00%
Measure	Random Sampling & CFFs

- 5.6.17.** The contractor shall pick up, sort, and deliver internal mail, documents, and files between mail stops within the service center.

Standard 1	Pick up mail, documents, and files no less than three times daily at each mail stop or as designated by the COR
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Deliver mail, documents, and files to its mail stop no later than close of the next working day.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.18. The contractor shall photocopy application and petition-related documents.

Standard 1	Application and petition-related documents are photocopied accurately and completely.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Photocopies are produced when required.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.19. The contractor shall generate required USCIS approved letters, notices, and messages.

Standard	Generate required USCIS approved letters, notices, and messages; including e-mail, text messages, and faxes.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.20. The contractor shall process documents received from district, port of entry, or consulate offices.

Standard 1	Records received that do not require system relocation are processed by the close of the next working day after being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Records that require system relocation are processed by the close of the second working day after being received at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 3	Documents other than records are processed by the close of the third working day at the service center.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.21. The contractor shall complete an audit of the physical location of each file in accordance with the RPM and accurately reconcile files to system generated reports.

Standard	The contractor completes an audit of the physical location of each file within the service center and reconciles the unaudited files report in accordance with the RPM requirement of once per fiscal year.
AQL	99.00%
Measure	Per results of annual audit and Random Sampling & CFFs.

5.6.22. The contractor shall identify and prepare materials for destruction when required by the COR in accordance with the National Archives and Records Administration's (NARA) General Records Schedules.

Standard	Materials needing to be destroyed are identified and prepared for USCIS review in accordance with NARA's General Records Schedules.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.23. The contractor shall schedule biometric appointments as required.

Standard	Biometrics appointments are scheduled as required.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.24. The contractor shall provide an initial point of contact(s) to receive requests for assistance by e-mail and if required, in person; commonly referred to as Help Desk support.

Standard 1	One contact at a minimum is provided where data entry or adjudications is performed until 6:00 pm, or as specified by the Service Center COR.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	All requests for assistance are acknowledged and responded to by e-mail or verbally no later than the next business day.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.25. The contractor shall accurately update addresses in various USCIS systems (e.g. C3, CIS2, ELIS). (This requirement is split off from 5.5.6)

Standard 1	Files are correctly updated in USCIS systems
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	Addresses are updated by close of the next working day following being received at the Service Center.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.26. The contractor shall maintain files.

Standard	File maintenance is performed in accordance with the RPM and Standard Operating Procedures (SOPs).
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.27. Contractor personnel shall complete all mandatory USCIS training as prescribed in Attachment 2.6 and as as directed by the COR. While completing training, all performance requirements shall continue to be met; during both regular and surge operations. Only SCA non-exempt employees may bill training under a labor hours CLIN.

Standard	Complete all USCIS mandated training courses as prescribed.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.28. The contractor may be required to expedite special file requests by accurately identifying, locating, retrieving, and delivering the requested files in their possession to the requestor within two (2) hours of the emergency request, during business and non-business hours.

Standard	Deliver expedited file requests within two (2) hours of the request.
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AQL	99.00%
Measure	Random Sampling & CFFs

5.6.29. The contractor shall track, secure, and be accountable for all issued empty pre-printed A-File jackets and secure paper in their possession. In accordance with Management Directive 121-001, contract employees requiring access to secure forms shall be designated as a “Preparer”.

Standard	Track, secure, and be accountable for all issued empty A-file jackets and secure paper.
AQL	100.00%
Measure	Random Sampling & CFFs

5.6.30. The contractor shall correctly assemble ELIS-filed applications and petitions into files, when requested.

Standard 1	ELIS-filed forms are accurately assembled in the proper order.
AQL	99.00%
Measure	Random Sampling & CFFs
Standard 2	ELIS-filed forms are assembled by the close of next business day following the request by the Government.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.31. The contractor shall attach paper or electronic documents in accordance with the centers SOP for the form in question to the corresponding paper or electronic file as appropriate.

Standard	Paper or electronic documents shall be attached in accordance with the centers SOP for the form in question. Scanning of paper documents is required prior to attaching the electronic ELIS files.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.32. The contractor shall review and verify A#’s in ELIS for accuracy.

Standard	All A#’s recorded in ELIS after review and prior to adjudication are complete and correct.
AQL	99.00%
Measure	Random Sampling & CFFs

5.6.33. File Operations Miscellaneous

All procedures done on a labor hours basis per direction of the Service Center COR.
Examples include:

- Manually stuffing envelopes, such as when equipment is not operating;
- Special processes for handling incoming petitions, such as during the annual H1B CAP filing season;
- Break time taken during file operations work in accordance with the Service Contract Act (excludes lunchbreaks).

No specific standard of quality will be measured for miscellaneous operations; however, the COR may issue a CFF if it is warranted.

5.7. Fraud Detection and National Security (FDNS) Support (CLIN X004)

Background	<p>The USCIS Fraud Detection and National Security (FDNS) Directorate leads the agency's effort to ensure the integrity of the nation's immigration benefits process. The primary mission of FDNS is to determine whether individuals or organizations filing for immigration benefits pose a threat to national security, public safety, or the integrity of the nation's legal immigration system. This requirement is for contractor support concerning FDNS Center for Fraud Detection Operations (CFDO) file and data operations at the USCIS service centers. The CFDO is the service center's primary conduit to and from law enforcement and intelligence agencies.</p> <p>The CFDO researches and validates fraud leads using various systems, as well as conducting interviews and site visits to document and/or verify information provided on petitions/applications. FDNS data is maintained in the FDNS case management system, currently the FDNS-Data System (FDNS-DS). Data and information will be input by the contractors into the FDNS case management system.</p> <p>As USCIS continues to modernize its operational lines of business, there will be work enhancements to current processes and case management capabilities. It is anticipated that the implementation of streamlined and automated operations will change and/or eliminate current or future workloads, volumes, contractors and requirements. Data systems, processes, policies, and/or the volume of work have the potential of changing, increasing, decreasing, or eliminating the need for data collection and/or file operations support. The contractor shall also anticipate occasional IT system outages in order to direct work efforts to other FDNS support.</p>
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5.7.1. FDNS SUPPORT

The contractor shall provide FDNS with support concerning administrative duties, data collection, data entry, system searches and file operations. The contractor must staff this requirement with individuals that are able to meet a typing speed of 40 words per minute and can read, understand, and speak English fluently.

FDNS and the Contract Performance Analysis Unit (CPAU) will oversee the quality of this requirement. FDNS will execute the implementation and oversight of anti-fraud operations as well as develop fraud related policies that systematically identify possible fraud indicators and trends of potential fraud.

5.7.1.1. FDNS CME Creation Support

The contractor will create Case Management Entities (CMEs) into FDNS' case management system, currently FDNS-DS. The creation of a CME requires the contractor to receive a file in the USCIS file tracking system, (currently RAILS), will

review the file and all applicable systems to ensure that accurate information is entered into FDNS-DS.

The Contractor will begin by querying the case management system to ensure no duplicate information is created in the system, such as a person, organization, address, etc. Data entry will require the contractor to search within the file and/or systems in order to collect and validate information prior to entering data. The CME creation may also include the scanning of documents (such as forms, petitions, source documents, information, and any other required evidence), then uploading the document and linking, if applicable, to a related CME, in the case management system. The completion of a CME requires the contractor to send a file out in RAILS to the appropriate recipient. Accuracy of a CME creation is defined as no data collection, data entry, scanning, uploading and linking errors for the entire CME.

See Attachment 2.7 FDNS MAAG glossary for reporting instructions associated with FDNS support.

FDNS CME creation quality checks concerning the contractor's work will be performed by the site lead, FDNS and/or COR at the service center as well as FDNS personnel to ensure accuracy and timeliness of contractor performance.

Standard 1	All CME creations shall be accurate and complete with all the required information including attachments/uploads and linking into the FDNS case management system.
Measure	Periodic observation, Customer Feedback Forms (CFFs), and sampling of data designated by the site lead and the COR.
Standard 2	CME creation shall be completed within established timeframes designated by FDNS FDD at Headquarters and communicated by the site lead and the COR. <ul style="list-style-type: none">• CME creation- two (2) business days from receipt of case
Measure	Periodic observation, CFFs, and sampling of data designated by the site lead, and the COR.
Standard 3	No duplicate records are created in FDNS' case management system.
Measure	Sampling of FDNS data designated by the site lead, FDNS, and the COR.
Standard 4	All file movements associated with CME creation are received and charged out in USCIS file tracking system, currently RAILS.
Measure	Monthly file movement reports broken down by RAILS transactions and user designated by the Site Lead, FDNS, and the COR.

5.7.1.2. FDNS File Operations Support

The contractor shall provide FDNS with file operation support by performing updates to existing CMEs in the FDNS case management system, currently FDNS-DS, and all required file movement transactions. Accuracy is defined as no data collection, data entry, scanning, uploading and linking errors for the CME update.

The contractor shall update CMEs in the FDNS case management system. An update of a CME requires the contractor to:

- Receive a file in the USCIS file tracking system, currently referred to as RAILS.
- Review the file to ensure that accurate information is entered into FDNS-DS.
- Query FDNS-DS to ensure no duplicate information (such as person, organization, address, etc.) is created in FDNS-DS.
- Enter new data accurately which require searching the file and/or systems in order to validate information prior to entering the data.
- An update may include scanning documents such as forms, petitions, source documents, information, and any other required evidence, and uploading information into FDNS-DS.
- If applicable, the contractor will link all related CMEs into the case management system.
- Send completed files in RAILS to the appropriate recipient.

File Operations will also include the following actions:

- Audit - FDNS directed audits performed for the purpose of ensuring CFDO file accountability and integrity.
- File Pull - FDNS internal file request(s) to support CFDO.
- Refiles - Files to be re-located to FDNS' Responsible Party Codes (RPCs).
- Training - To include all mandatory USCIS training and any significant changes/updates to a system or process.

File Operations actions for FDNS shall be clearly identified in the FDNS MAAG template (Attachment 2.7) and follow the directions outlined in the FDNS MAAG glossary (Attachment 2.7)

FDNS File Operation quality checks of the contractor's work will be performed by the site lead, FDNS and/or USCIS personnel to assure accuracy and timeliness of contractor performance.

Standard 1	All CME updates shall be accurate and complete with all the required information including attachments/uploads and linking into the FDNS case management system.
Measure	Periodic observation, CFFs, and sampling of data designated by the site lead and the COR.
Standard 2	Updates are completed within established timeframes or as designated by the COR

	CME updates shall be completed within established timeframes designated by FDNS FDD at Headquarters communicated by the site lead and the COR. <ul style="list-style-type: none"> • CME update- two (2) business days from receipt of the case
Measure	Periodic observation, CFFs, and sampling of data designated by the site lead and the COR.
Standard 3	All file movements are tracked in RAILS.
Measure	Monthly file movement reports broken down by RAILS transactions and user designated by the site lead, FDNS, and the COR.

5.8. Overtime (CLIN X005)

The contractor shall provide overtime as operationally required at the direction of the COR. A request identifying anticipated overtime activities shall be coordinated and approved by the COR prior to incurring overtime costs.

5.9. Transition (CLIN X006)

Transition-In

The Contractor shall include a Transition Plan (Draft) in the technical proposal that specifies the steps the Contractor will take to provide for the orderly transition of tasks from the incumbent contractor and for the Contractor's assumption of full contractual responsibility for delivery of tasks, without degradation of services. The Contractor shall provide a final Transition Plan within five (5) calendar days of task orderaward. The Contractor shall assume sole responsibility for delivery of contracted services from the incumbent contractor within thirty(30) calendar days at the conclusion of the transition..

The Contractor's Final Transition Plan shall address, at a minimum, the following elements:

- A work plan that defines a phased transition approach, including descriptions of specific transition tasks and task completion dates, and demonstrates how the Contractor will conclude the transition within thirty(30) calendar days after receiving the Transition NTP.
- Estimates of total hours of contractor and incumbent contractor resources required for each transition task.
- Schedule in graphic format showing the timing, sequence and interdependencies of transition tasks.
- Clear entry and exit criteria for each task transitioned from the incumbent contractor.
- Contractor staffing plan with transition team members identified by name, position, start date, and responsibilities.
- Identify risks to the transition effort, and risk mitigation and transition contingency plans, in the event the transition cannot be executed on schedule.
- Method of communication and coordination with the incumbent contractor and the Government regarding the status of the transition, contingency actions, and schedule changes.

The Contractor shall support the USCIS PCOSS Program Manager (PM) to coordinate any required transition actions and handoffs associated with meeting the transition completion deadline. This includes the following:

- Coordinating with Government representatives
- Review and transition of incumbent contractor services
- Transfer and update Government-approved incumbent PCOSS contractor training processes
- Transfer of all incumbent contractor procedural and technical documentation
- Transfer of incumbent contractor Government Furnished Equipment (GFE) and Government Furnished Information (GFI) to the contractor
- Contractor assumption of inventory management and inventory reporting for all GFE assigned to the contractor

Within thirty (30) calendar days after completion of the Transition, the contractor shall prepare a Transition Lessons Learned package documenting the final transition approach that was used, any risks that arose and how they were addressed, recommendations for future transition methods, and general lessons learned.

Transition-Out

The contractor shall develop and submit an outgoing sixty (60) day Transition Plan, transitioning work from the contractor to a successor contractor 90 calendar days prior to end of the contract. This transition may be to another contractor or to the incumbent contractor under a new contract. In accordance with the Government-approved plan, the contractor shall assist the Government in planning and implementing a complete transition from this contract to a successor contractor. This shall include formal coordination with Government staff and successor contractor staff and management. The sixty (60) day Transition Plan shall also include delivery of existing policies and procedures, and delivery of historical and current PCOSS metrics and statistics.

The Transition Plan shall be tailored to the requirement and may include, but not be limited to:

- Coordination with Government representatives
- Review, evaluation, and transition of current contractor support services
- Transition of historical data to the successor contractor's system(s)
- Transition of Government-approved contractor training materials and certification process documentation
- Transfer of all necessary business and/or technical documentation
- Transfer of GFE and GFI to the successor contractor
- Transfer of the GFE inventory management system, all user and maintenance documentation, and current GFE information in the system to the successor contractor
- Facilitation of applicable Government debriefings and personnel out-processing procedures
- Turn-in of all Government keys, identification and access cards, and security codes

5.10. Key Personnel

The Program Manager, Site Manager, Quality Manager, Human Resource Manager, and the Transition Manager positions are considered key personnel who are essential to the successful completion of the work being performed hereunder. The key personnel positions must be on board (i.e. cleared to enter on duty (EOD) and start performance) prior to the CO issuance of a transition Notice to Proceed (NTP). Replacement of key personnel shall be in accordance with Homeland Security Acquisition Regulation (HSAR) 3052.215-70 Key Personnel or Facilities.

5.10.1. Program Manager

The Program Manager shall be an employee of the prime contractor and have direct responsibility for the successful accomplishment of the contract.

Minimum/General Experience

- Three (3) years of overall project management experience obtained within the last five (5) years; including
- Management of a project and/or contract in excess of \$5 million; or
- Supervision of 100 employees supporting a project and/or contract working multiple shifts at more than one geographically different location.

Minimum Education

- Bachelor's Degree in one of the following disciplines: Program Management, Business or Public Administration, Information Systems, Engineering, Finance/Accounting, or related fields.
- USCIS will allow a Project Management Professional (PMP) certified by the Project Management Institute (PMI) in lieu of the educational requirements. The web site is www.PMI.org.

5.10.2. Site Manager

The Site Manager shall be an employee of the prime contractor and have direct responsibility for the successful accomplishment of the order.

Minimum/General Experience

- Three (3) years of overall project management experience obtained within the last five (5) years; including
- Management of a project and/or contract in excess of \$3 million; or
- Supervision of 50 employees or more supporting a project and/or contract is required.

Minimum Education

- Bachelor's Degree in one of the following disciplines: Program Management, Business or Public Administration, Information Systems, Engineering, Finance/Accounting, or related fields.
- USCIS will allow a Project Management Professional (PMP) certified by the Project Management Institute (PMI) in lieu of the educational requirements.

5.10.3. Quality Manager

Minimum/General Experience

- Three (3) years of experience in managing quality control operations obtained within the last five (5) years;
- Success in preparing and monitoring internal procedures for adherence to Government regulations and policies, and coordinating operational and administrative actions.

Minimum Education/Credentials

- Certifications in six sigma quality improvement or lean quality improvement are required.
- Quality Certifications from the American Society for Quality (ASQ) will be considered equal to lean or six sigma.

5.10.4. Transition Manager

Minimum/General Experience

- Success in transitioning a program of comparable size and scope obtained within the past five (5) years. A comparable size and scope is at least 100 employees supporting a project and/or contract working multiple shifts.

5.10.5. Human Resource Manager

Minimum/General Experience

- At a minimum, must have three (3) years of experience in recruiting and retaining a workforce in full performance of all requirements of a contract involving a minimum of 100 personnel on a single contract and a minimum annual contract value of \$5 million. The experience must have occurred within the last five calendar years.

6.0 PLACE OF PERFORMANCE

The services required under this contract shall be provided at the following location. **Please Note:** *The location is subject to change within the surrounding area due to building changes and center moves.*

- Potomac Service Center (YSC), Arlington, Virginia. This service center is currently located at 2200 Potomac Center Drive, Stop 2425, Arlington, VA.

In an extreme case, Contractors may also be required to relocate if the YSC relocates. There is no parking provided for contractor employees' onsite. There are commercial parking lots available in the vicinity and the building is accessible through the Crystal City underground. Crystal City is serviced by Metro, Virginia Railway Express, and local bus service.

The Contractors shall provide courier support services to Government approved locations that are within a 125 mile radius of the YSC service location.

7.0 DELIVERABLES

7.1. Headquarters Deliverables

The contractor shall provide the headquarter deliverables to the Government Program Manager (GPM) and the COR. The contractor shall maintain an electronic portal of all deliverables (including copies of final invoices and rosters) and provide Government access during contract

performance periods. All deliverables shall be delivered to the government with unlimited rights as per FAR 52.227-14.

7.1.1. Daily Workload Activity Report

The Daily Activity Report, referred to as the Day-At-A-Glance (DAAG), is a compilation of statistics for the workday. The report shall be submitted electronically to the GPM, COR and/or the CORs' designees no later than close of business on the next business day following the reported day.

Please reference Attachment 2.3 (DAAG Glossary) that defines the requirements for each line of the DAAG. Please reference Attachment 2.2 (Government Provided Information) for report templates.

7.1.2. Weekly Workload Activity Report

The Weekly Workload Activity Report, referred to as the Week-At-A-Glance (WAAG), is a compilation of the DAAGs. The report shall be submitted electronically to the GPM, COR and/or the COR's designee no later than close of business on the first business day of each week.

7.1.3. Monthly Workload Activity Report

The Monthly Activity Report, referred to as the Month-At-A-Glance (MAAG), is a compilation of the DAAGs for the month. The report shall be submitted electronically to the GPM, the COR, and/or the COR's designee no later than close of business on the third business day of the following month.

7.1.4. Quarterly Workload Activity Report

The Quarterly Activity Report, referred to as the Quarter-At-A-Glance (QAAG), is a compilation of the MAAGs over a three month period. The report shall be submitted electronically to the GPM, the COR, and/or the COR's designee no later than close of business on the third business day of the following month.

7.1.5. Annual Workload Activity Report

The contractor shall provide two (2) Annual Workload Activity Reports, referred to as the Year-At-A-Glance (YAAG), to include the same information in the same format as the DAAGs, WAAGs, and MAAGs. The reports shall be submitted electronically to the GPM, COR and/or the COR's designee no later than close of business on the tenth business day of the following fiscal year and contract year. One report shall be for the twelve-month contract year and the other report for the Government's Fiscal Year.

7.1.6. Narrative Reports

The contractor shall provide weekly, monthly, and annual narrative reports. The reports shall include:

- Production trends, progress, backlogs, and accomplishments;
- Issues/problems, proposed/implemented solutions, and corrective actions;
- Number of full time employees (FTEs) at the end of the period;
- Upcoming plans;
- Any other items of significance.

The monthly and annual narrative reports shall also include:

- Current staffing chart (roster) for each center;
- Turnover rates of employees including changes in key personnel;
- Contract expenditures of actuals and forecasts;
- Any new procedures or process improvements being considered;
- Statistical data on the volume of mail, applications and records processed, and any difficulties 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 reports shall be submitted electronically to the CO, Government Program Manager, the HQ and On-Site CORs, and designated Records staff.

Standard 1	Weekly Reports are submitted no later than the first (1) business day of the following week.
Standard 2	Monthly Reports are submitted no later than the third (3) business day of the following month.
Standard 3	Monthly Program Status Reports and Annual Reports are submitted within ten (10) business days following the end of the required reporting period.
Measure	The contractor shall submit in the specified format, along with a transmittal letter, in accordance with standards 1, 2, and 3.

7.1.7. Continuity of Operations Plan (COOP)

The Continuity of Operations Plan (COOP) is due 30 calendar days after the notice to proceed or after receiving the Government's COOP, whichever is later. It should be consistent and in compliance with the Government's plan, which will be issued within 30 calendar days after contract award.

7.1.8. Contingency Plans

A Contingency Plan shall be provided at the request of the Government to address the contractor's course of action in emergency situations that would likely impact the contractor's workforce and/or work coverage in unusual situations not covered by the COOP.

7.1.9. Quality Control/Business Process Improvement Plan

The quality control plan (QCP) will provide an overview of how quality control will be coordinated by Program Manager. This information must be detailed for each of the two center groups and by task area (i.e. file operations, fee collection, data collection and correspondence management), which include FDNS work. The QCP is due sixty (60) calendar days after receiving the Government's Quality Assurance Surveillance Plan (QASP).

7.1.10. Labor Hours Detail Task Report

A monthly report that shows the allocation of billed hours associated with completing the specific performance requirements under labor hours operations. The report shall itemize the task performed for each performance requirement and show total hours per day by labor categories and by shift. The report shall provide the hours worked for each employee

billed under labor hours operations to include approved breaks, training, etc. This report shall be submitted in a MS EXCEL format. The following is a sample of our minimum data requirements:

PR #	Task Description	Labor Category	Time Spent	Shift	Employee Code/ID
5.5	File Ops	General Clerk I	2.5	First	1234

7.1.11. Final Transition In Plan

The final transition in plan shall be provided to the government (COR) within 5 calendar days after task order award.

7.1.12 Transition In Lessons Learned

Within 30 days of the completion of the transition in, the contractor shall provide the government with a Transition Lessons Learned package. For details regarding the content of the lessons learned document, see section 5.9.

7.1.13 Transition Out Plan

The contractor shall provide a 60 day transition out plan 90 calendar days prior to the expiration of the task order. For details regarding the content of the plan, see section 5.9.

7.2. Service Center Deliverables

7.2.1. System Generated Reports

System generated reports are generated by entering a code or are automatically produced depending on which USCIS system is being accessed. System generated reports need to be reconciled and monitored in accordance with USCIS guidance for each individual system to ensure accuracy of electronic records. System generated reports can be categorized as one of the following:

- Informational - Reports generated when needed to verify data, obtain counts or monitor a process.
- Recurring - Reports generated on a daily, weekly, or monthly basis and require reconciliation to ensure the accuracy of system data. Most recurring reports will grow in size when not reconciled since these reports are cumulative.
- Error - Reports usually generated automatically or by the Office of Information Technology (OIT) when two USCIS systems try to interface and update data. When the data from one system does not match the data from the other system, an error report is generated to show which records were not updated. These reports are usually daily and not cumulative.

Guidance about processing these reports can be found in RAILS/CIS user manuals, the RPM, the Standard Management Analysis Reporting Tool (SMART) User Manual, and local Standard Operating Procedures (SOPs).

Report Type	Report Name	System	Frequency
Informational	File Listing by Section or RPC Report	RAILS	when needed
Informational	File Listing by Status Code Report	RAILS	when needed
Recurring	Active Duplicate Files Report	RAILS	monthly
Recurring	A & T Report	RAILS	monthly
Recurring	Unaudited Files Report	RAILS	monthly
Recurring	Internal Pending Files Request Report	RAILS	monthly
Recurring	Files in Transit Report	RAILS	monthly
Recurring	Search CIS Missing Files Report (Matched Missing Report) (Automated A-file Circular Report)	RAILS	monthly
Recurring	Lost File Report	RAILS	monthly
Recurring	CIS External Pending Request Report	RAILS	monthly
Recurring	Pull Tickets	RAILS	daily
Recurring	CIS External Pending File Requests Report	RAILS	biweekly
Error Report	CIS - Unsuccessful Transfer Request	RAILS	daily
Error Report	CIS-Transfer Confirmation Delete Error	RAILS	daily
Error Report	CIS-Records Rejected by CIS	RAILS	daily
Error Report	CIS Upload Report	RAILS	daily
Error Report	CIS - CIS Mismatched Report	RAILS	daily

7.2.2. Service Center Generic Reports and Databases

Service Center generic reports are provided and maintained locally by the contractor. These reports may require manipulating or inputting data, and/or monitoring and electronic or paper transmission of the data, and may require the information to be keyed and maintained in a database. Each report will have different processing times and maintenance requirements. Standard Operating Procedures for the service center reports will be maintained and provided by Service Center Records at each site. The listing of the reports listed in this section is subject to change as designated by Service Center COR(s). A current listing of the reports is as follows but listing may be subject to change:

No.	Service Center Contract Deliverables	Frequency
i	Time Center Audit Report	Monthly
ii	Contractor Employee Timesheets	Monthly
iii	Reject Log	Daily
iv	Expedite Mail Log	Daily
v	Controlled Mail Receipt and Deliver Log	Daily
vi	Certified Mail Log	Daily
vii	A-File Create Log	Daily
viii	File Room Responsibility Chart	Weekly
ix	Annual Audit Plan	Daily

i. Time Center Audit Report

A report provided by the contractor to validate the hours logged by employees conducting labor hour tasks against the hours billed in the Contractor's Invoice. The report is requested from the contractor via email and a hard copy memo letter. The contractor shall be provided four (4) business days to submit the PMI Report for randomly selected employees to compare the PMI hours to the billed File Room hours. This report is submitted electronically to the Contract Performance Analysis Unit (CPAU) in a MS Excel format and contains the employee's identification number, tasks performed, date work was performed, production for the day, and time spent on the operation. The report includes all tasks completed in the File Room, Data Collection, Fee Collection and in Correspondence Management. This includes meetings and training sessions.

Date: 11/1/2017 to 11/30/2017															
Site	CLIN	Department	TaskID	Task	TaskStepID	TaskStep	Hours	Count	CountPerHour	ProgStd	Task %	Prod/NonProd %	% of Avg	Allocation	Productive Allocation
California Service Center	Standard Operations	Common	930.1	Holiday	930.14	Holiday Total	16	0	0	0.002	9.09%	40.10%	0.00%	0.00%	0.00%
California Service Center	Standard Operations	File Operations	330.1	Connects - I-72 Request for Evidence	330.143	RFE Connect	11.9	225	18.91	18.066	6.76%	8.74%	104.66%	707.63%	9.15%
California Service Center	Standard Operations	File Operations	350.3	Maintain File Jackets	350.27	Maintain File Jackets Total	7.1	69	9.72	21.076	4.03%	5.22%	46.11%	186.02%	2.41%
California Service Center	Standard Operations	File Operations	350.3	Photocopy	350.28	Photocopy Total	0.3	60	200	80.989	0.17%	0.22%	246.95%	42.09%	0.54%
California Service Center	Standard Operations	File Operations	350.3	Refills	350.29	Refills Total	2.9	210	72.41	212.779	1.65%	2.13%	34.03%	56.08%	0.73%
California Service Center	Standard Operations	File Operations	350.3	Screenprints	350.32	Screenprints Total	5.9	181	30.68	133.833	3.35%	4.34%	22.92%	76.84%	0.99%
California Service Center	Standard Operations	File Operations	350.3	Screenprints	350.325	RFE	12.1	437	36.12	97.52	6.88%	30.33%	37.03%	254.61%	11.23%
California Service Center	Standard Operations	File Operations	370.1	File Ops Breaks	370.12	File Ops Breaks Total	10	39	3.9	2.738	5.68%	25.06%	142.44%	809.32%	35.70%
California Service Center	Standard Operations	File Operations	370.1	File Ops Miscellaneous Activities	370.141	SS	6	20	3.33	1.729	3.41%	4.41%	192.79%	657.24%	8.50%
California Service Center	Standard Operations	File Operations	370.1	File Ops Miscellaneous Activities	370.151	Drilling Holes	1.8	95	52.78	63.257	1.02%	4.51%	83.43%	85.33%	3.76%
California Service Center	Standard Operations	File Operations	380.1	File Ops Verify	380.113	Fee Verify	26.9	84400	3137.55	2350.16	15.28%	19.76%	133.50%	2040.48%	26.39%
California Service Center	Standard Operations	File Operations	380.5	RFE	380.531	Assemble (only)	70.9	839	11.83	11.291	40.28%	52.09%	104.81%	4221.99%	54.60%
California Service Center	Standard Operations	File Operations	380.5	RFE	380.534	RFE-Pulls	4.2	210	50	27.063	2.39%	3.09%	184.75%	440.89%	5.70%
Total Rows: 14							176	86785	493.1		100%	200.00%		95.79%	159.70%
Productive Hours: 136.1															
Non-Productive Hours: 39.9															
% of Time Productive: 77.33 %															
% of Time Non-Productive: 22.67 %															

PRESORT SPECIAL HANDLING EXPEDITE MAIL LOG		
H2A - EXPEDITE		
TOTAL PACKAGES: 0		TOTAL PETITIONS: 0
05/16/18	4:37 PM	ROUTER ID:
1	PETITIONER	Courier / Tracking No.
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
TOTAL PACKAGES RECEIVED _____		

v. **Controlled Mail Receipt and Delivery Log**

A log used to track receiving for Special Handling Mail, defined as mail delivered by bonded carriers (e.g. FedEx, UPS, DHL) or registered or certified mail delivered by the U.S. Postal Service (USPS), often requiring service or notification to designated federal employees.

CONTROLLED MAIL RECEIPT AND DELIVERY LOG				
RECEIVED DATE	TRACKING NUMBER	CLASS OF SHIPMENT GOV/REG	TSC REP	SIGNATURE OF CIS REPRESENTATIVE

vi. **Certified Mail Log**

Log of certified mail received by day with tracking numbers.

DATE SENT	CERTIFIED MAIL #	LAST NAME	FIRST NAME	MIDDLE NAME	UNDELIVERABLE	CARE OF	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP	POSTAGE COST	EMPLOYEE ID

vii. A-file Create Log

Per the RPM, log of all empty A-file jackets that have been A-file created.

Main Menu

A-file Tracking Log - Ver 2.0

User ESC2505A

Transactions

Receive From CPAU

Issue to Employee

Return to Inventory

Trigger Doc / Creation Complete

Verification Complete

Verification ASYLUM

Edit User Info

Add Note To File

Use these to create individual reports----->

Reports

Print Box Number

A-Files Not Issued By Receiver

Issued But Not Trigger Doc'd

Trigger Doc'd But Not Verified

A-files Not Verified (File issued By COW#)

A-files Not Verified (For Files rcv'd from CPAU by COW#)

Issued to Clerk by Date(s)

A-file History

Q-Reports

Issued But Not Trigger Doc'd

Trigger Doc'd But Not Verified

viii. File Room Responsibility Chart

A report that enables Adjudications management to view the location of the various types of files on the file room shelves on a daily basis. The File Room Responsibility Chart is an Excel spreadsheet that requires the contractor to maintain descriptions of what is currently located on the shelves in the file room according to the type of form and the Responsible Party Code (RPC) for those locations.

[illegible]

ix. Annual Audit Plan Report

A spreadsheet that enables the contractor to plan their file audits and track their progress. This report requires the contractor to maintain an audit record for each RPC in their areas of responsibility. The progress of their “rolling” audit is projected in order to calculate a date of completion.

	A	B	F	G	H	I	J
1	Total Towers Completed In Percentage	100.00%	Total Towers Completed	1387	Total All Towers In A-Room	1387	
2	Aisle-Tower	RPC Range	Audit Complete Date 2017	Clerk ID	Notes		
3	A01-01	I20000 - I20020	8/15/2017	5036			
4	A01-02	I20021 - I20041	8/15/2017	5036			
5	A01-03	I20042 - I20062	8/15/2017	5036			
6	A01-04	I20063 - I20083	8/15/2017	5036			
7	A01-05	I20084 - I20104	8/15/2017	5036			
8	A01-06	I20105 - I20125	8/15/2017	5036			
9	A01-07	I20126 - I20146	8/15/2017	5036			
10	A01-10	I20147 - I20167	8/15/2017	5036			
11	A01-11	I20168 - I20188	8/15/2017	5036			
12	A01-12	I20189 - I20209	8/15/2017	5036			
13	A01-13	I20210 - I20230	8/16/2017	5036			
14	A01-14	I20231 - I20251	8/16/2017	5036			
15	A01-15	I20252 - I20272	8/16/2017	5036			

8.0 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The Quality Assurance Surveillance Plan (QASP) sets forth the approach and method USCIS will use to evaluate the technical performance of the contract and will be provided to the contractor within forty-five (45) calendar days after award. The QASP provides specific instructions about the processes and methodologies used in monitoring PCOSS contractor performance. Quality Assurance 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.

Quality surveillance procedures involve all planned and systematic actions necessary to ensure, to the fullest extent possible, that the services and resulting products from the contractor will satisfy requirements. USCIS will monitor performance against quality standards on an ongoing basis and report results monthly. This includes a continuing evaluation of performance with a view toward the use of timely corrective and preventive actions.

If the contractor does not meet the AQL for a specific quality standard or incurs an infraction (s) as documented in Section 9.0 (Schedule of Monetary Disincentives), USCIS may levy a monetary deduction against the contractor’s invoice.

9.0 SCHEDULE OF MONETARY DISINCENTIVES

Section	PR	Requirement	Standard	Monthly Acceptable Quality Level (AQL)	Measure	Monetary Disincentive Schedule for Observed Non-Conformance
File Operations	5.6.15	The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the service center.	Files forwarded to an adjudication division for adjudication are complete and ready to be adjudicated in accordance with the SOP for the form in question.	99.00%	Periodic Observation & CFFs.	99.00% or higher...None <99.00%.....\$2,500 <98.00%.....\$5,000 <97.00%.....\$10,000 Per Service Center Per month
FDNS Data Support of CME Creation	5.7.1.1	Data support within FDNS will require the contractor to create Case Management Entities (CMEs) into FDNS-DS.	Data support of all CMEs must be completed within the established timeframes: • CME creation-two (2) business days	97.50%	Periodic Observation, Sampling, and CFFs.	97.50% or higher .None <97.50%.....\$1,000 <96.50%.....\$ 1,500 <95.00%.....\$ 2,500 Per Service Center Per Month
FDNS CME Creation	5.7.1.1	Data support within FDNS will require the contractor to create Case Management Entities (CMEs) into FDNS-DS.	All CME creations shall be accurate and complete with all the required information including attachments/uploads and linking into the FDNS case management system.	99.00%	Periodic Observation, Sampling, and CFFs.	99.00% or higher...None <99.00%.....\$1,000 <98.00%.....\$1,500 <97.00%.....\$2,000 Per Service Center Per month
FDNS CME Updates	5.7.1.2	The contractor shall provide FDNS with file operation support by performing updates to existing CMEs in the FDNS case management	All CME updates shall be accurate and complete with all the required information including attachments/uploads and linking into the	99.00%	Periodic Observation, Sampling, and CFFs.	99.00% or higher...None <99.00%.....\$1,000 <98.00%.....\$1,500 <97.00%.....\$2,000 Per Service Center

Section	PR	Requirement	Standard	Monthly Acceptable Quality Level (AQL)	Measure	Monetary Disincentive Schedule for Observed Non-Conformance
		system, (currently FDNS-DS)	FDNS case management system.			Per month
FDNS SURGE SUPPORT	5.7.2	The contractor shall provide FDNS additional support for work within the general scope of the contract by performing creating CMEs and/or updates to existing CMEs in the FDNS case management system, (currently FDNS-DS)	All CME creation and/or updates shall be accurate and complete with all the required information including attachments/uploads and linking into the FDNS case management system.	99.00%	Periodic Observation, Sampling, and CFFs.	99.00% or higher...None <99.00%.....\$1,000 <98.00%.....\$1,500 <97.00%.....\$2,000 Per Service Center Per month

ATTACHMENTS

If an attachment listed below has not been referenced within the PWS, it is meant to provide general reference information for PCOSS.

- 2.1 Definitions and Acronyms
- 2.2 Government Provided Property
- 2.3 Daily At A Glance (DAAG) Glossary
- 2.4 SCOPS DAAG Template
- 2.5 Government Provided Information
- 2.6 Mandatory Training for Contractors
- 2.7 FDNS M/W/DAAG Glossary and FDNS M/W/DAAG Template

Attachment 2.1 – Definitions and Acronyms

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

Definitions

Term	<u>Definition</u>
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 Change	Request by an applicant or petitioner to update their current address, or as a result of undeliverable mail. Can be submitted by mail, through customer service, or by USPS.
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 preparing the file for adjudication in accordance with the SOP for the form in question. 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.
Administrative Site Visit and Verification Program	(ASVVP) Fraud Detection and National Security (FDNS) created and implemented ASVVP in July 2009 as part of its ongoing enhancement to the integrity of the immigration benefit process. This program is predicated on fact finding and not on suspicion of fraud, and designed to assess whether petitioners and beneficiaries are in compliance with applicable immigration laws and regulations
Alien	Any person who is not a citizen or national of the United States.
A-File (Alien File)	A file that may be paper or electronic, containing all data, history, and documentation relating to a single individual concerning any type of USCIS action, other than a non-immigrant petition.

Term	<u>Definition</u>
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 Unit (AAU), or Board of Immigration Appeals (BIA) as specified in the INA.
Applicant	An individual requesting an Immigration benefit.
Application	A form submitted by an individual requesting an Immigration benefit.
Application Support Center	(ASC) Some USCIS applications/petitions 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 ASC or Designated Law Enforcement Agency (DLEA) for fingerprinting. Fingerprints, photographs, and signatures of people seeking benefits are collected at the ASCs.
Assembly	Production of file screen prints, request and consolidation of A-files, and validation of fingerprint results and name checks.
Asylee	A person who meets the definition of refugee and is already present in the United States or is seeking admission at a port of entry.
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.
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 receipt, A-file or T-file number of the file to facilitate the electronic tracking of the file or document.
Beneficiary	Aliens on whose behalf a U.S. Citizen, lawful 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, or U.S. employer.
Bi-Specialization	Process by which SCOPS formerly split certain types of incoming workload between two Service Centers.
Biometrics Scanning	The process of attaching images of the photograph, signature and/or fingerprint (biometrics) of the applicant to a record in an IT system.
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 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.

Term	<u>Definition</u>
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.
CAP Tracker	Database used to record rejected applications and petitions prior to them being return mailed.
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 RAILS.
Case Management Entity	(CME) FDNS-DS is composed of several types of data entities. The term CME is a general description for the various “flavors” of cases entered and tracked into FDNS-DS (e.g. Lead, Case, Overseas Verification [OV], SVP [Site Visits Program], etcetera).
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. Also referred to as the following at the Service Centers: CSC – Records Resolution Unit (RRU) NSC – Records Support Unit (RSU) for technical guidance and for fee operations;
Center Fraud Detection Operations	(CFDO) A USCIS Fraud Detection and National Security (FDNS) unit where employees record, track and manage the background check and adjudicative processes for immigration applications and petitions with suspected or confirmed fraud, criminal activity, egregious public safety, and /or national security concerns, and cases randomly selected for benefit fraud assessments.
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.
Checkers	USCIS automated system that currently supports data collection processes for I589 Defensive Asylum cases.
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, 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	(CLAIMS 3 or C3) USCIS automated system that currently supports receipting, adjudication, and notification processes for

Term	<u>Definition</u>
System 3	many applications and petition types.
Consolidated Remote Delivery Site	<p>(CRDS) The CRDS is owned and operated by ServiceSource, a non-profit organization that provides a variety of services and jobs for people with disabilities through innovative and valued employment, training, and rehabilitation services.</p> <p>ServiceSource began serving DHS customers in the National Capital Region (NCR) on October 1, 2008. The CRDS provides daily mail pick-up and delivery as well as Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE) screening for all incoming DHS mail. The CRDS also provides point-to-point courier service for its DHS customers.</p>
Consular Consolidated Database	(CCD) The Department of State's IT system housing immigrant information, including USCIS petitions and documentation.
Contract Discrepancy Report	(CDR) Report initiated by the COR and transmitted to the contractor by the Contracting Officer to document the occurrence of a significant non-conformance condition or trend, and to request and record corrective and preventive actions to remedy the situation, and to prevent recurrence.
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 task orders.
Contracting Officer's Representative	(COR) USCIS employee designated by the CO to assure technical compliance with the contract, or their designee. The COR 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 COR, i.e. responsible only for contract oversight at their center.
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.
Customer	Recipient of a product or service provided by the supplier. The USCIS Service Center staff is the customer, and the contractor is the supplier.
Customer Feedback	Communication received from a customer (USCIS) regarding an undesirable condition or non-conformance associated with a product processed by the contractor.
Customer Feedback Form	(CFF) A form used to document noted undesirable conditions or

Term	<u>Definition</u>
	non-conformance associated with a product processed by the contractor that was found inside or outside of an audit. This form is used by USCIS to communicate unsatisfactory concerns with contracted performance to the contractor and to capture contractor responses to these noted concerns. The number of validated CFFs and their associated errors are recorded, tracked, and reported by USCIS personnel to the contractor.
Customer Profile Management System	(CPMS) A USCIS System that replaced BBSS as the biometric and background check repository. CPMS stores results of name checks, fingerprints, and photos.
Data Change	Altering information in automated systems without affecting the status of the case.
Deferred Actions Childhood Arrival	(DACA) On June 15, 2012, the Secretary of Homeland Security announced that certain people who came to the United States as children and meet several key guidelines may request consideration of deferred action for a period of two years, subject to renewal, and would then be eligible for work authorization. Deferred action is a discretionary determination to defer removal action of an individual as an act of prosecutorial discretion and does not provide an individual with lawful status.
Denial	A decision by USCIS, to deny, terminate, revoke, or rescind a benefit.
Department of Homeland Security	(DHS) Department of Homeland Security
Department of Justice	(DOJ) Department of Justice
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.
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	<u>Definition</u>
Dual Control	A security procedure requiring two people to be present to gain authorized access to a system resource (data, files, devices) or to safe guard mail, applications, or fees.
E-filed	E-file is the obsolete term for electronic filing of forms over the internet.
E-Processed	E-processed is the accepted term for electronic filing of forms over the internet
Employment Authorization Documentation	(EAD) A document issued by the USCIS as evidence that the holder is authorized to work in the United States.
Enforce Alien Removal Module	(EARM) Application that is accessed from inside of the Enforce application. EARM replaced DACS in August 2008.
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.
Enterprise Correspondence Handling Online	(ECHO) A centralized data system with web-based user interfaces that will replace existing general support systems (GSS) currently in use at the various centers. ECHO has a valid interface control agreements (ICA) with the Enterprise Citizenship and Immigration Services Centralized Operational Repository (eCISCOR). The reporting tool for ECHO is the Standard Management Analysis and Reporting Tool (SMART).
Enterprise Print Management System	(EPMS) Centralize printing of notices at the Eastern Form Center.
Electronic Fee Receipting System	(EFRS) An online application to process immigration benefits fees for United States Citizenship and Immigration Services (USCIS) offices. This system includes transaction, receipting, collection, deposit and reporting functionalities for application fees that are received by postal mail and over-the-counter at field office locations. The USCIS fee-collecting system standardizes USCIS field office processes and procedures.
Electronic Questionnaires for Investigation Processing	(e-QIP) A web-based automated system that was designed to facilitate the processing of standard investigative forms used when conducting background investigations for Federal security, suitability, fitness and credentialing purposes. e-QIP allows the user to electronically enter, update and transmit their personal investigative data over a secure internet connection to a requesting agency.
Error Transmittal Sheet	(ETS) A form used to ensure the transmittal, correction, and tracking of non-critical errors and flaws found during a review
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.
External Site Visit and Verification Program	(ESVVP)

Term	<u>Definition</u>
	Under ESSVP, site visit requests are typically referrals from Department of State, in response to a visa interview at Post, where Consular Officers request domestic site inspections to verify critical elements of visa applications and petitions. External Source Site Visit Requests have been conducted by FDNS prior to April 2018, however, at that time that they became part of the Site Visit Program portfolio.
Federal Acquisition Regulation	(FAR) The FAR is the primary regulation for use by all Federal Executive agencies in their acquisition of supplies and services with appropriated funds. Published and controlled by the General Services Administration (GSA).
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 Receipted 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.
Field Office	(FO) 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 FO has a specific service area that may include part of a state, an entire state, or many states. FO's are where most USCIS field staff are located. FO'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 FO's, many kinds of interviews are conducted at the offices, and USCIS staff is available to answer questions, provide forms, etc.

Term	<u>Definition</u>
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.
File Connection	Accomplished when applications, petitions, and/or correspondence are matched to and filed within the corresponding A-File.
File Control Office	(FCO) Any service center, asylum center, or field office—either a District Office (including USCIS overseas offices) or a sub office of that district—where alien case files are maintained and controlled.
File Maintenance	The periodic updating of master files, repairing file jackets due to wear and tear, and replacing identifiers when needed.
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	<u>Definition</u>
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.
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 and National Security Directorate	<p>(FDNS) is a directorate within USCIS. FDNS was created in 2004 to protect national security and the integrity of the legal immigration system. FDNS develops policies and procedures designed to:</p> <ul style="list-style-type: none"> • Detect, deter and administratively investigate immigration-related fraud. • Establish guidance and averse processes for identifying, reviewing, vetting, and adjudicating cases involving national security concerns. • Develop and implement efficient and effective security screening policies, programs, and procedures. <p>Serve as primary conduit for information sharing and collaboration with law enforcement and the Intelligence Community.</p>
Fraud Detection and National Security – Data System	(FDNS-DS) is a case management system. It allows FDNS users to enter, update and track information concerning individuals, or groups of individuals who are suspected of either committing fraud in one of the Citizenship and Immigration Services (CIS) Benefit processes, Public Safety concerns, Requests for Assistance (RFAs) or of being a National Security Concern.
Fraud Detection Division	(FD) is charged with implementing and overseeing USCIS anti-fraud programs. This division develops fraud detection related policies, procedures, priorities, and objectives and coordinates with other HQ entities to implement the anti-fraud mission. FD also identifies systematic vulnerabilities in the legal immigration system and proposes requisite solutions. FD priorities and mission goals are divided between the Fraud Programs and Verification Branch and the Research and Analysis Branch
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.
FOIA Immigration Records	(FIRST) Automated case tracking and processing system for

Term	Definition
SysTem	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 task order.
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 five Service Centers, as well as the National Benefits Center. The IRIS directorate has oversight for this facility.
I-551	Green Card; Alien Registration Card; Permanent Resident Card.
Identifiers	Anything that accompanies or is affixed to a file to clearly identify the file contents, association to another file, routing, or processing requirements. Identifiers include special handling or routing sheets, color of folder, barcodes, address and human readable labels, stickers, and required date stamps on applications/petitions.
Immigrant	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 “Lawful Permanent Resident.”
Immigrant Investors Program Office	(IPO) The Immigrant Investor Program Office is designed to support and strengthen the U.S. economy through investment and job growth.
Immigrant Visa Packet	(IV) Packet containing a Department of State (DOS) approved DS-260, personal identification such as birth certificate, marriage certificate and the USCIS originating paperwork presented to DOS for visa issuance such as the I-130 petition. This packet will be receipted and used for initial Permanent Resident Alien card production. This packet may be paper or electronic.
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	(IRCA) Public law passed in order to control and deter illegal

Term	<u>Definition</u>
Act of 1986	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.
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.
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.
Investors Computer Linked Application Information and Management System	(ICLAIMS) Web based Computer-Linked Application Information Management System used by CIS and the Contractor to input I-924 and I-924A at CSC.
Immigration Records and Identity Services	(IRIS) The USCIS directorate that makes records policy and maintain the Records Policy Manual. Also responsible for biometrics collection, records storage and other duties.
Just In Time	(JIT) System that is used to shelve files by category and received date. It promotes an automated file ordering system used by adjudications officers.
Kentucky Consular Center	(KCC) A Department of State facility created in 2000 to administer the DOS Diversity Visa Lottery Program. Also handles copies of certain USCIS nonimmigrant petitions, primarily I-129, sent by the Service Centers. Located in Williamsburg, Kentucky.
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 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."
Lockbox	Facility where designated form types are mailed by applicants. Forms are scanned, data entered and fees deposited, prior to shipping acceptable files to the applicable service center. Located in Chicago, Phoenix and Dallas.
Lot	The term "lot" shall mean "inspection lot" or "inspection batch", i.e., a collection of units of product from which a sample is to be drawn and inspected to determine conformance with the

Term	<u>Definition</u>
	acceptability criteria, and may differ from a collection of units designated as a lot batch for other purposes, for example in production, at point of shipment, etc. (ANSI/ASQ Z1.4-2003 standard)
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 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 Rejects	An application or petition returned to the sender without having a receipt number recorded in a USCIS IT system. Some data entry in a manual reject database is required.
Manual Search Request	(MSR) A request sent to Headquarters to check microfilm for existing old records and data input into CIS.
Merge (Consolidate)	The process of both physically and electronically consolidates 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.
Motion	A request to reopen a denied case and to reconsider the decision.
Motion on Appeal	A request to reopen an appeal denied by the BIA or AAU.
National Archives and Records Administration	(NARA) The agency which manages the RRC and the FRC.
National Accounts Scheduling System	(NASS) A system to provide USCIS with a state-of-the-art enterprise scheduling system that encapsulates appointment scheduling as a web service. NASS will make a scheduling service available to ELIS, which will eventually subsume USCIS legacy case management systems such as CLAIMS 3, CLAIMS 4 and RAPS. Until then, NASS will also provide interactive appointment scheduling services to the legacy case management systems through NASS GUI, as well as batch appointment scheduling.
National Benefits Center	The National Benefits Center (NBC) was established on April 16, 2003 to serve as a central facility for the pre-processing of Immigration Forms that require an interview (i.e., I-485’s, N-400’s, I-751’s). In addition, the NBC adjudicates other types of forms to completion, including I-765’s, and I-131’s.
National Records Center	(NRC) A USCIS facility that serves as the central repository for storage of active and inactive USCIS files. Located in Lee’s Summit, MO.
National Visa Center	(NVC) The Department of State facility which electronically scans and records approved USCIS immigrant petitions. When visas

Term	<u>Definition</u>
	become available the cases are assigned to the applicable American Consulate. Located in Portsmouth, NH.
Naturalization	The conferring, by any means, of citizenship upon a person after birth.
New Forms	Any application, petition, or other form that requires keying and has not been included in this solicitation.
Non-conformance/ Nonconformity	The departure of a quality characteristic from its intended level or state that occurs with a severity sufficient to cause an associated product or service to not meet a specification requirement. When a quality characteristic or a product or service is “evaluated” in terms of conformance to specification or performance requirements, the use of the term <i>nonconformity</i> is appropriate. (<i>Glossary and Tables for Statistics</i> – ASQ press)
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 Security Investigations	(OSI) USCIS Law Enforcement Agency
Ongoing Monitoring	Monitoring processes over time to ensure ongoing compliance to performance requirements, and the quality and timeliness of services and deliverables
Over the Counter Channel Application	(OTCnet) An electronic system deployed by the Department of Treasury that enables the centers to convert paper check procedures into electronic transactions.
Other Mail - Case Related	Mail that is not administrative mail or an application/petition. This mail consists mostly of interfiling, responses to requests for evidence, and general correspondence.
Person Centric Query Service	(PCQS) A composite system allowing a user to perform queries for all transactions involving an immigrant across a number of USCIS systems, Department of State (DoS) systems, and other agency systems.
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

Term	<u>Definition</u>
	events.
Performance Requirement	Key service outputs of the task order 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 Electronic Routing Tool	(PeRT) A tool used to initiate and track petition revocations, petition reaffirmations, and consular returns electronically between U.S. Department of State (DoS) overseas Consular Posts, the National Visa Center (NVC), and U.S. Citizenship and Immigration Services (USCIS).
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., PRC cards and EAD cards) returned to the Service Center by the US Postal Service as non-deliverable. The USCIS stores the document securely for up to 60 days. If the applicant provides a new address, USCIS mails the document again. Formerly done at Service Centers and now done at the OIDP facility in Lee's Summit, MO.
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 paper rips, and inserting patch sheets, or verifying a completed action file against the database record in preparation for archiving.
Preventive Action	Action taken to eliminate the root cause(s) of a potential nonconformity, defect, or other undesirable condition to prevent occurrence. The preventive actions may involve changes, such as procedures and methods of Quality Management Systems, to achieve quality improvement at any stage of the quality loop. [ISO

Term	Definition
	8402]
Program Manager	Responsible for managing records support services at the five Service Centers located in California, Nebraska, Texas, Vermont and Virginia.
Quality Assurance	All the planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given stated or implied needs.
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.
Quality Control Plan	A formal document, prepared by the contractor and approved by USCIS HQ, defining how, and in what areas, the contractor will perform quality control of the services provided to USCIS at the service centers.
RAILS	The USCIS file tracking system that replaced NFTS. Online in 2018.
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 Record of Arrest and Prosecution
Receipt File	Hard copy file created by the Service Center to hold an application/petition, and all supporting documents for a particular applicant. Can also mean an electronic case in ELIS case management system or an electronic file in the e-processing mode of CLAIMS.
Receipt Notice	A document confirming receipt of application and/or petition by USCIS.
Receipt Number	An alphanumeric 13-character designator assigned by CLAIMS, ELIS or e-processing to each case accepted for USCIS processing.
Received	The process of accepting the application/petition and fee in data collection.

Term	<u>Definition</u>
Received	When the Government or contractor takes possession. This can be of a physical object (mail, files, reports) or nonphysical (electronic requests or inquiries).
Record	A record consists of fields entered from a form. The record is the electronic version of the form. Some forms will contain more than one record.
Records Digitization Facility	(RDF) The Records Digitization Facility (RDF) provides physical and electronic records management, document scanning, metadata capture, and creation of information to integrate with the USCIS document management environment, also known as the Enterprise Document Management System (EDMS). The facility is managed by IRIS and located in Lee's Summit, MO.
Records Policy Manual [formerly referred to as Records Operation Handbook (ROH)]	(RPM) The USCIS Office of Records Policy Manual provides service-wide guidance and procedures to be used in administering the USCIS Records Program.
Records Retirement Center	(RRC) Managed by NARA.
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 and Asylee Visa Packet	Packet containing a Department of State (DOS) approved refugee visa, personal identification such as birth certificate, marriage certificate and the originating paperwork presented to DOS for visa issuance. This packet will be receipted and used for initial Employment Authorization Card production. Also includes following-to-join asylee dependents from form I-730.
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 houses completed receipt files. Managed by IRIS.
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 RAILS.
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 RAILS to track shelf location.
Representative	A person who is entitled to represent another as provided in USCIS regulations (i.e. attorney).
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.
Resubmitted Case	A case previously rejected 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 quality assurance surveillance or other validated sources.

Term	<u>Definition</u>
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 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.
Separation of Duties	The concept of requiring more than one person to complete a task, as a security measure.
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) Five offices established to handle the filing, data entry, and adjudication of certain applications for immigration services and benefits. 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.
Site Visit Programs	(SVPs) is the overarching program encompassing ASVVP, TSVVP and ESVVP operations
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.).
STACKS	File tracking system for e-processing files. Online May 2019.
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.
Significant Incident Report	The Significant Incident Report (SIR) is the official reporting format used by USCIS to report and record significant incidents throughout the Agency. Significant incidents are those events that could potentially impact USCIS facilities, operations, or personnel, and therefore must be reported in accordance with DHS Directive 252-06, <i>Office of Operations Coordination: DHS Operational Reporting Requirements</i> .

Term	<u>Definition</u>
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.
Supporting Documents	Documents accompanying an application or petition that are included in the file creation process.
Surge	An increase in the daily volume of receipts of more than 25% above the average daily receipt volumes for the previous 20 business days.
Surge Report	A report, containing built in formulas where daily processed volume totals from the Activity Report are posted. The surge report is used to calculate and track the daily volume of more than 25% above the average daily received volumes for the previous 20 business days. On days where the volume exceeds 25% above the calculated average daily received volumes the contractor is relieved from timeliness standards for affected performance requirements.
Surveillance	Process of monitoring contractor performance by direct evaluation, observation, or other information source.
System Inquiry	A query of various computer databases used by USCIS.
System Update	The addition and/or change to information in the various computer systems.
Targeted Site Visit and Verification Program	(TSVVP) By June 2017, in response to the agency's commitment to take a more targeted and risk-based approach to combat visa fraud and abuse, FDNS piloted and subsequently implemented TSVVP. While individual assignments under TSVVP are not based on fraud indicators, the program allows site checks to be conducted where a particular fraud and abuse vulnerability is identified.
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 people 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.
Travel Booklet Documents	Documents required by a country for Alien travelers to enter that country. Includes both Refugee Travel Booklets and Re-entry Permits.
Triage Process	A process that identifies a file when it enters a Service Center, for batch process for a TECS 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 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.

Term	<u>Definition</u>
Undeliverable Mail	Mail that is returned to the sending service center stamped non-deliverable by the United States Postal Service (USPS), or the common courier.
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.
USCIS Policy Manual	The USCIS Policy Manual is the agency's centralized online repository for USCIS' immigration policies. The USCIS Policy Manual will ultimately replace the Adjudicator's Field Manual (AFM), the USCIS Immigration Policy Memoranda site, and other policy repositories.
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 Enforcement	(ICE) ICE is one component that completes Border 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 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.
Validation	Confirmation by examination and provision of objective evidence that the particular requirements for a specific intended use are fulfilled. [ISO 8402]
Variance	An allowed deviation from a requirement that is approved by the Contracting Officer (CO). The Onsite CORs will notify the HQ COR of any emergency situation that could potentially affect the outcome of contractual performance.
Verification	Confirmation by examination and provision of objective evidence that the specified requirements have been fulfilled. [ISO 8402]
www.USCIS.gov	Official web site for USCIS.
Waiver	An application submitted by an alien to overcome a ground of ineligibility for a benefit.

Term	<u>Definition</u>
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”. They are NOT tracked in RAILS.
Working Day	The period of time that service centers are open for contractor performance, 6:00 AM until 11:30 PM Monday through Friday. At Potomac Service Center Saturdays are also considered regular working days.

Acronyms

Acronym	<u>Definition</u>
AAO	Administrative Appeals Office
ADIS	Arrival and Departure Information System
A-File	Alien File
AM	Administrative Manual
AQL	Acceptable Quality Level
AR-11	Address Change Database, Address Change Form
ASC	Application Support Center
BAHA	Buy American and Hire American Executive Order 2017
BIA	Board of Immigration Appeals
C&A	Certification and Accreditation
CBA	Collective Bargaining Agreement
CBP	Customs and Border Protection
CCD	Consular Consolidated Database
CCO	Case Control Office
CDR	Contract Discrepancy Report
CFDO	Center Fraud Detection Office
CFV (Report)	Closed File Verification Report
CHAMPS	Correspondence Handling and Management Planning System
CHAP	Consolidated Handbook of Adjudicative Procedures
CIS	Central Index System
CLAIMS	Computer Linked Application Information and Management System
CPMS	Customer Profile Management System
CO	Contracting Officer
COB	Country of Birth
COC	Country of Citizenship
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
CPAU	Contract Performance Analysis Unit
CRU	Case Resolution Unit
DAAG	Day At A Glance Report
DAC	Discretionary Access Control
DACA	Deferred Actions Childhood Arrival
DLEA	Designated Law Enforcement Agency
DHS	Department of Homeland Security
DO	District Office
DOB	Date of Birth
DOE	Date of Entry

Acronym	<u>Definition</u>
DOJ	Department of Justice
EAD	Employment Authorization Document
EB	Employment Based
ECHO	Enterprise Correspondence Handling Online
EFRS	Electronic Fee Receipting System
EIN	Employee Identification Number
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
EPMS	Enterprise Print Management System
e-QIP	Electronic Questionnaires for Investigation Processing
FBI	Federal Bureau of Investigation
FCO	File Control Office
FDU	Fraud Detection Unit
FDNS	Fraud Detection and National Security
FIRST	FOIA Immigration Records SysTem
FIPS	Freedom of Information/Privacy Act System
FISMA	Federal Information Security Management Act of 2002, November 25, 2002
FMNS	Fingerprint Masthead and Notification System
FRC	Federal Records Center
FRE	Fee Received Elsewhere
FTC	File Transfer Confirmation
FTE	Full Time Employee
FTI	File Transfer Indication
FTM	File Transfer Maintenance
FOD	Field Offices Directorate
FOIA/PA	Freedom of Information/Privacy Act
FQ	Fiscal Quarter
FTR	File Transfer Request
FY	Fiscal Year
GUI	Graphical User Interface
HBG FSF	Harrisonburg File Storage Facility
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
I&A	User Identification and Authentication
ICE	Immigration and Customs Enforcement
ICPS	Integrated Card Production System
ICLAIMS	Investors Computer Linked Application Information and Management System
IDENT	Automated Biometric Identification System
INA	Immigration and Nationality Act
IPO	Immigrant Investors Program Office
IRCA	Immigration Reform and Control Act

Acronym	<u>Definition</u>
IRIS	Immigrant Records and Identity Services Directorate
ISSM	Information Systems Security Program Manager
JIT	Just in Time
KCC	Kentucky Consular Center
LPR	Lawful Permanent Resident
MADR	Maximum Allowable Defect Rate
MRD	Machine Readable Data
MSR	Manual Search Request
NARA	National Archives and Records Administration
NASS	National Accounts Scheduling System
NBC	National Benefits Center
NCIC	National Crime Information Center
NDIP	Naturalization Data Integrity Project
NFTS	National File Transfer System (retired July 2018)
NIST	National Institute of Standards and Technology
NOID	Notice of Intent to Deny
NRC	National Records Center
NSF	Nonsufficient funds as a reason for fee rejection
NTA	Notice to Appear
NVC	National Visa Center
OCIO	Office of the Chief Information Officer
OIDP	Office of Intake and Document Production
OIT	Office of Information Technology
OTCnet	Over the Counter Channel Application
PALMS	Performance and Learning Management System
PBCR	Portable Barcode Reader
PCQS	Person Centric Query Service
PDF	Portable Document Format
PeRT	Petition electronic Routing Tool (a part of the CCD)
PIA	Privacy Impact Assessment
PICS	Password Issuance Control System
PII	Personal Identifiable Information
POA&M	Plan of Action and Milestones
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
RA	Risk Assessment
RAIO	Refugee, Asylum and International Operations Directorate
RDF	Records Digitization Facility

Acronym	<u>Definition</u>
RFE	Request for Evidence
RMS	Risk Management System
RNG	Random Number Generator
RPC	Responsible Party Code
RPFS	Responsible Party Filing System
RPM	Records Policy Manual
RRC	Records Retirement Center
RRU	Records Resolution Unit
SAVE	Systematic Alien Verification for Entitlements Program
SBU	Sensitive but Unclassified
SC	Service Center – (CSC-California; NSC-Nebraska; TSC-Texas; VSC-Vermont; YSC - Virginia)
SCOPS	Service Center Operations Directorate
SCOSS	Service Centers Operation Support Services
SDLC	Systems Development Life Cycle
SEVIS	Student Entry Visa Information System
SIR	Significant Incident Report
SMART	Standard Management Analysis & Reporting Tool
SMI	Secure Mail Initiative
SOP	Standard Operating Procedures
SORN	System of Records Notification
SRMT	Service Request Management Tool
SSSP	Sensitive System Security Plan
ST&E	Security Test and Evaluation
TAF	Trusted Agent FISMA
TDO	Terminal Digit Order
TECS	Treasury Enforcement Communications System
TPS	Temporary Protective Status
T-File	Temporary File
USCIS	US Citizenship and Immigration Services
USCIS ELIS	USCIS Electronic Immigration System
USPS	United States Postal Service
VIBE	Validation Instrument for Business Enterprises
WBS	Work Breakdown Structure
WDU	Work Distribution Unit
WOTS	Work Order Tracking System

Attachment 2.2 - Government Provided Property

The Government will provide onsite Contractor personnel with office workstations, computers, peripherals, office supplies, and technical advice and assistance from qualified Government personnel during normal business hours. Any Information Technology (IT) equipment provided by the Contractor shall not be connected to any USCIS network or system, without the express written authorization of the COR and shall conform to the DHS IT Security requirements set forth in DHS 4300, as well as DHS MD 140-1 "Information Technology Systems Security", DHS Sensitive Systems Policy Directive 4300A and its Handbook.

The Contractor shall require onsite personnel to utilize USCIS electronic mail (e-mail), the telephone system and other networks to communicate within the Service Centers, 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 systems or non-IT equipment to the DHS help-desk. The contractor shall ensure that all repairs performed are complete and that the system(s) is operating as required. Equipment might also have a manufacturer's recommended maintenance schedule, if one is available, that should be adhered to as well.

The Contractor shall notify the COR of any repair needs or problems service activities within one (1) hour 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. A sampling of equipment and software currently in use includes, but not limited to the following table:

Type	Hardware/Equipment
CPU	<ul style="list-style-type: none">• Dell 990 Desktop Workstation• Dell 9010 Desktop Workstation• Dell Latitude E7240 Laptop Computer (where appropriate and applicable)
Monitors	<ul style="list-style-type: none">• Dell 22" and 24" Monitors
Printers	<ul style="list-style-type: none">• Dell B2360d/dn Black and White Laser Printer• Dell C3760dn Color Laser Printer• Dell C5765 Color Multi Function Printer• Datamax-O'Neill, M-4210 Printer 4"
Scanners	<ul style="list-style-type: none">• Fijitsu Scansnap iX500,• Honeywell, Xenon 1902 Scanner, Wireless• Motorola LS1203 – CR10007R Gooseneck Standard Laser Gun (USB Distance Bar Code Reader Laser Gun)
Copiers	<ul style="list-style-type: none">• Keyocera TASKalfa300i Multi Function Device (Color Copier, High Speed Scanner, Network Printer)
Miscellaneous	<ul style="list-style-type: none">• Mail Cart• Rolling Ladder• Utility Cart• Hand Pallet Jacks
Software	<ul style="list-style-type: none">• Adobe Acrobat Professional/ Adobe Acrobat Reader• McAfee Anti-Virus• Arcserve McAfee

Type	Hardware/Equipment
	<ul style="list-style-type: none"> • Microsoft Internet Explorer • Microsoft Windows 2010/NT4.0/XP/7 • Microsoft Office Suite (Word, Excel, Powerpoint, Outlook) • WinZip • SNAGIT • Teleview (A2B)

Reports for Equipment: The Contractor should have a process to create and provide reports of discrepancies; loss, theft, damage or destruction; physical inventory results; audits and self-assessments; corrective actions; and other property related reports as directed by the Contracting Officer.	<ul style="list-style-type: none"> • Such reports shall, at a minimum, contain the following information: • Date of incident (if known). • The name, commercial description, manufacturer, model number, and National Stock Number (if applicable). • Quantity. • Unique-item Identifier (if available). • Accountable Contract number. • A statement indicating current or future need. • Acquisition cost, or if applicable, estimated scrap proceeds, estimated repair or replacement costs. • All known interests in commingled property of which the Government property is a part. • Cause and corrective action taken or to be taken to prevent recurrence. • A statement that the Government will receive any reimbursement covering the loss, theft, damage or destruction in the event the Contractor was or will be reimbursed or compensated. • Copies of all supporting documentation. • Last known location • A statement that the property did or did not contain sensitive or hazardous material, and if so, that the appropriate agencies were notified.
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As stated above, the Government provides access to various computer systems needed in the performance of duties, and reserves the right to upgrade, add, delete, or replace access as necessary. Current systems in use include, but not limited to the following table:

Systems	<ul style="list-style-type: none"> • Address Request (AR-11) • Arrival/Departure Information System (ADIS) • Central Index System 2 (CIS2) • Computer Linked Application Information Systems (CLAIMS 3-LAN) • Computer Linked Application Information Systems (CLAIMS 4) • Computer Linked Application Information Systems (CLAIMS Mainframe) • Enterprise Correspondence Handling Online (ECHO) • Fees and Applications Receipt and Entry System (FARES) • Enforcement Case Tracking System (ENFORCE) • Automated Biometric Identification System (IDENT 5.4) • Federal Bureau of Investigations (FBI) Fingerprint • Query FD-258 Tracking System • Freedom of Information Act/Privacy Act (FOIA/PA) • Case Tracking (FIPS) • Humanitarian Adjudication for Victims Enterprise Nationwide (HAVEN) • Intranet Computer Linked Application Information System (iCLAIMS) Image Storage and Retrieval System (ISRS)
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	<ul style="list-style-type: none"> • Traveler Enforcement Compliance System (TECS) • I-512L Travel Document Production System (TDPS) • Marriage Fraud Amendment System (MFAS) • RAILS • Refugee Asylum and Parole System (RAPS) • National Accounts Scheduling System (NASS) • Student Entry Visa Information System (SEVIS) • USCIS Electronic Immigration System (ELIS)
Reporting for System(s) Outage(s):	<ul style="list-style-type: none"> • Such reports shall, at a minimum, contain the following information: <ul style="list-style-type: none"> ○ Supervisor's Name ○ Clerk's Names ○ # of Clerks Affected ○ Ticket # ○ Which System? ○ Reported Problem of the System ○ Production Time Lost? ○ Response or Resolution?

Attachment 2.3 – Daily Activity At A Glance (DAAG) Glossary

Mail Operations		
Process/Form	Definition	Comments
Incoming Mail – Case Related & all other	Is all mail that is not included in Administrative Mail or included as incoming files. General correspondence of all kinds, including responses to requests, is included in this count. Return receipts from USPS certified or registered mail is included in this count.	Each separately sealed, individually paid envelope or package is counted as one piece. Each return receipt from USPS certified or registered mail is counted as one piece. Each returned undeliverable piece of regular or special USCIS mail is counted as one piece.
Incoming Mail - Administrative	Personal, administrative, EEO and other “restrictive mail”; it can include congressional mail.	Each separately sealed, individually paid envelope or package is counted as one piece. Each magazine, newspaper, etc. is counted as one piece.
Incoming Files	Action associated with accepting, screening, sorting, and forwarding to the correct office incoming files delivered by the CRDS.	Incoming Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece. Does not include files shipped in bulk by commercial trucking firms.
Outgoing Mail- Regular Handling	Action associated with preparing, and wrapping outgoing Regular Handling mail. Regular Handling mail is defined as routine mail delivered to, or picked up by, the U.S. Postal Service via CRDS.	Each separately sealed and individually paid envelope or package is counted as one piece of Outgoing Mail.
Outgoing Mail- Special Handling	Action associated with preparing, and wrapping outgoing Special Handling mail. Special Handling mail is defined as mail to be transported by bonded carriers (i.e. FedEx, UPS, DHL, etc.) or requires registered or certified for mail delivered by the USPS.	Each separately sealed or franked envelope or package is counted as one piece of Outgoing Mail.
Outgoing Files	Action associated with preparing, metering/stamping, and wrapping outgoing Special Handling files. Special Handling files are defined as files to be transported by bonded carriers (i.e. FedEx, UPS, DHL, etc.) or requiring registered or certified for mail delivered by the USPS.	Outgoing Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece. Does not include files shipped in bulk by commercial trucking firms.

Mail Operations SubTotal	Total of all rows above	
Informational Counts		These quantities are already included in the Incoming Mail count row "Case Related and all other"
Returned Undeliverable – All non-PONDS mail	The number of returned mail pieces that do not include documents listed below.	This count when added to the counts below will equal the total of returned mail.

Data Collection		
Process/Form	Form Definition	Data Entry Comments
FD-258	Fingerprint card recording 10 prints & data	Scanning of card and collection of data fields.
I-765 Biometrics	Application for Employment Authorization	Scanning of Photograph and/or index fingerprint and/or signature accompanying an I-765
I-90 Alias & Date of Birth search	Application to replace Permanent Residence Card	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
I-130 Alias & Date of Birth search	Petition for Alien Relative	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
I-539 Alias & Date of Birth search	Application to Extend/Change Nonimmigrant Status.	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
I-601A Alias & Date of Birth search	Application for Provisional Unlawful Presence Waiver	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
I-751 Alias & Date of Birth search	Petition to Remove Conditions on Residence.	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
I-765 Alias & Date of Birth search	Application for Employment Authorization	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
All other form type Alias & Date of Birth searches	As defined for form in question	Count as complete when entire file accompanying this form has been searched and examples, if any, are saved in the TECS database
Data Collection Total		All Data Collection Totals Above
File Operations	Definition	Comments
Address Changes - Returned Mail	Number of completed address changes in USCIS systems.	This count is the number of records updated in USCIS systems from returned mail. Multiple records may be updated from one returned mail.
Address Changes - AR11	Number of completed address changes in USCIS systems.	This count is the number of records updated in USCIS systems from form AR-11. Multiple records may be updated from one AR-11.

Address Changes - SRMT System	Address changes completed in USCIS systems originating from an SRMT,	This count is the number of records updated in USCIS systems from SRMT. Multiple records may be updated from one SRMT.
Address Changes - All Other Sources	Address changes from correspondence, mailed or otherwise.	This count is the number of records updated in USCIS systems from correspondence. Multiple records may be updated from one correspondence.
Address Changes Total	Total of all address changes above.	
A-File Create I-129F	Action associated with creating a new A-File in CIS2 and RAILS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS2, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-129F A-File Creates. Count as completed only after all the electronic creation has been completed. .
A-File Create I-130	Action associated with creating a new A-File in CIS2 and RAILS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS2, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-130 A-File Creates. Count as completed only after all the electronic creation has been completed.
A-File Create I-601A	Action associated with creating a new A-File in CIS2 and RAILS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS2, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-601A A-File Creates. Count as completed only after all the electronic creation has been completed.
A-File Create Other	Action associated with creating a new A-File in CIS2 and RAILS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS2, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of A-File creates that does not fit one of the above categories. Count as completed only after all the electronic creation has been completed.
A-File Create Total	Total of all the above done in File Operations.	

CIS2 Corrections	Action associated with changing or updating A-file data that currently exists in the Central Index System 2 (CIS2) at the request of USCIS.	This count is the number of updated files (not individual data fields). Count as completed when the system is updated and the screen printed and file is routed back to a designated location or officer.
Connects - FD-258 Idents (Rap Sheets)	Action associated with securing FD-258 Ident sheet and/or RAP sheet related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party, FCO, or the FRC. This includes inquiring for the file location, and placing the FD-258 Ident sheet and/or RAP sheet into file.	This count is the number of FD-258 Idents that come in to be interfiled into a file. This would include any response to Ident (I.e. Rap Sheets, Shells, Prelims, etc.). Count as completed after the FD-258 Ident sheet and/or RAP sheet is placed in the file or forwarded to another FCO for Interfiling.
Connects - I-72 Request for Evidence Response	Action associated with securing RFE related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party. This includes inquiring for the file location, and placing the RFE into file.	This count is the number of responses to an I-72 letter request for evidence. Complete when the RFE is connected to the file and forwarded to adjudications.
Connects – Withdrawal Request Letters	Action associated with securing the letter requesting a release from an approved USCIS application or petition within the file, updating the necessary systems, and routing the file to appropriate responsible party or FCO.	The count is the number of withdrawal request letters connected to the underlying file. Complete when the letter is connected to the file and forwarded to adjudications.
Consolidations	This is the physical consolidation or merging of related files into a single, or primary, file jacket, destroying the secondary file jackets, and performing the necessary electronic transactions to record and complete the process.	This count is the number of "secondary" files merged into the primary file. Count as completed after all of the related files have been united into a single file and the secondary file folder(s) have been disposed IAW local procedures.
Consulate Returns	Application or Petition returned to USCIS from a DOS consulate. Sometimes requires a Data Collection procedure that will in effect create a new USCIS record. Follow local SOP for specific guidance.	This count is the number of consulate returns completed. Count as completed after the all the steps required in the center specific SOP have been completed. If a separate Data Collection of the record is required count that separately under Data Collections.

Derivative beneficiaries searched	Action associated with doing the A# search for a derivative beneficiary.	The count is the number of derivative beneficiaries contained on all I-130, I-140, I-360 and I-929 petitions being prepared for shipment to the National Visa Center.
Derivative beneficiary A#s identified	Action associated with identifying an existing A# for a derivative beneficiary.	The count is the number of A#s identified. If more than one is identified, determine and use only the primary A#.
ELIS Scans	Scan various documents and attach to the underlying case file in ELIS	This count is the number of individual scanned uploads to ELIS. A single upload may contain more than one page or image.
Files Audited	Action associated with accounting for the files housed in the Service Center by scanning the barcodes of the responsible party locations and the files located inside it.	This is the count of files audited within an RPC. Files moving between RPCs should be counted as Refiles. Count as completed after the file has been scanned and the data from the scanner has been entered into RAILS.
Files Prepared for NVC Shipment	Actions associated with preparing and shipping files to National Visa Center	This count is the number of documents shipped to NVC.
File Transfer Request - A-Files	Action associated with requesting an A-File from another FCO through CIS2.	This count is the number of A-Files being requested through CIS2. Count as completed after the request has been verified in CIS2.
File Transfer Request - R-Files	Action associated with requesting a Receipt file from HBG or the National Visa Center.	This count is the number of Receipt Files being requested manually from HBG or the National Visa Center. Count as completed after the request has been sent, either through email or fax.
FTCs Received	Action associated with receiving files into the Service Center and routing to requestor. Includes searching for related files or actions.	This count is the number of files received at the Service Center. Count as completed when all systems have been checked & updated and the file has been routed appropriately.
G-28 Individually Filed	Notice of Appearance by an attorney or other accredited representative, allowing them to inquire, receive information about the status of the case or represent on behalf of a person involved in a matter before USCIS.	Count each record updated with G-28 information. Connect G-28 to file when finished with system updates.
G-639 FOIA requests	Action associated with responding to a Freedom of Information Act (FOIA) request. This includes scanning the request letter, and all documents that relate to the request.	This count is the number of FOIA requests completed. Count as completed after all the information requested has been scanned into the FIPS system.

G-639 FOIA request pages	Action associated with responding to a Freedom of Information Act (FOIA) request. This includes scanning the request letter, and all documents that relate to the request.	This count is the number of pages scanned for the FOIA requests completed. Count as completed after all the information requested has been scanned into the FIPS system.
Hold Shelf HBG R-files	Actions associated with preparing and shipping, or staging for commercial trucking, receipt files to Harrisonburg.	This count is the number of files shipped to HBG. NOTE: Files will be counted as Refiles when they are placed on the hold shelf and counted as completed when they are shipped. The oldest pending date is the completion date of the oldest files waiting to be shipped.
Hold Shelf NRC A-files	Actions associated with preparing and shipping, or staging for commercial trucking, A-files to the National Records Center.	This count is the number of files shipped to NRC. NOTE: Files will be counted as Refiles when they are placed on the hold shelf and counted as completed when they are shipped. The oldest pending date is the completion date of the oldest files waiting to be shipped.
Interfiling	Action associated with securing any correspondence, form, or documentation related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party, FCO, or the FRC. This includes sorting the loose materials, inquiring for the file location, and securing the loose materials into file.	This count is the number of pieces of material placed in folders. Count as completed after the piece of material is inserted into the file, transferred to another FCO for interfiling, or rejected back to sender for "action completed" stamp or other required action. NOTE: Includes all interfiling except that captured above in the 5 Connects categories and below in the Screenprints category.
Internal File Requests - Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of expedited file requests by Fax, e-mail, sticker pull, phone, or in person. Count as completed when the file has been routed to the requestor or when the proper update procedures have been performed in the system if the file cannot be sent.
Internal File Requests - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of routine file requests by Fax, e-mail, sticker pull, phone, or in person. Count as completed when the file has been routed to the requestor or when the proper update procedures have been performed in the system if the file cannot be sent.

Maintain File Jackets	Action associated with repairing or replacing damaged file jackets and barcode labels. Includes covering barcodes to allow reusing file folders.	This count is the number of file jackets maintained. Count as completed when the file maintenance has been completed and the file has been moved to an area for re-filing or transfer to another FCO.
NASS Scheduling	Use to record scheduling of an appointment at any USCIS office in the NASS system.	Scheduling may result from cancelled previous appointments, individual requests, or other reasons.
Photocopies	Action associated with photocopying file contents for special requests.	This count is the number of photocopies produced. This is the count of the files that the copies are placed in, not the number of sheets photocopied.
Refiles	Action associated with physically moving files from staging areas or other locations within the Service Center to the appropriate file room shelf in RAILS.	This count is the number of files moved to a file room shelf RPC. Count as completed when the file has been physically placed or moved and the system is updated.
Report Reconciliations	Action associated with reviewing and working system generated error reports (i.e. RAILS/CIS2 Interface report, etc...) and recurring reports (i.e. Missing A-file circular, multiple A&T-file, etc.). Information reports <i>should not</i> be counted (i.e. file listing by RPC).	This count is the number of reports reconciled. Count as completed the number of reports reconciled after all erroneous records in the report have been corrected.
Scan & Email, or Fax, Miscellaneous	Scan, then email, or fax if requested, pages of files to other USCIS offices or elsewhere, as directed.	This count is the number of pages scanned, then emailed, or faxed.
Screenprints	Action associated with screen printing from any database required per the form SOP and interfiling the prints to make the file adjudication ready.	This count is the number of pages printed and interfiled.
Searches - Lost File Circular	Action associated with searching electronic databases and physical locations to locate files that appear on the Lost File Circular Report.	This count is the number of files on the Lost File Circular that were found during the related search, not the total listed as being lost. Count as completed the files that were located as a part of a Lost File Circular Search and after the appropriate electronic transactions have been completed.

Searches - Routine	Action associated with searching electronic databases and physical locations to locate files that are pending actions but cannot be located through normal search procedures.	This count is the number of files searched for, whether they were found or not. Count as completed whether the file(s) has been found or not and after the appropriate electronic transactions have been completed.
Shelf Re-organization	Action associated with USCIS requests to physically relocate files in file room. This function does not include re-files.	This count is the number of files moved/re-shelved.
Special File Pulls	Action associated with fulfilling file requests that are not part of regularly scheduled work orders or JIT orders. These are special file pulls for one time projects or requests.	This count is the number of files pulled.
Special File Sorts	Action associated with re-sorting files as requested by USCIS. Normally requested for a special USCIS project. This function does not include re-files.	This count is the number of files sorted.
T-File Creates	Action associated with creating a Temporary File when an existing A-File is at a different location and documents need to be placed into a file temporarily until the A-file is requested and received. Requires physical and system identification.	This count is the number of T-files created. Count as completed after the file has been routed for pick-up or delivery. Done when not required during Data Collection.
Transferred-A/T File(FTI)(RAILS)-Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of Expedited A or T File transfers in response to a FTR or other request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up.
Transferred-A/T File(FTI)(RAILS) - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files to performing the appropriate electronic transactions.	This count is the number of Routine A or T File transfers in response to a FTR or other request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up. NOTE: Files that are part of a mass shipment to NRC are captured in Hold Shelf-NRC.

Transferred-R File(RAILS) - Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of Expedited Receipt File transfers in response to an external request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up.
Transferred-R File(RAILS) - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	These are Routine Receipt File transfers in response to an external request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up. NOTE: Files that are part of a mass shipment to HBG are captured in Hold Shelf-HBG.
Work Order Requests	Action associated with responding to work order requests. This includes all operations involved in processing the requests from printing and reviewing the work order, retrieving the files, performing the appropriate electronic transactions, producing screen prints and placing into the appropriate file, and delivering the work to the correct location.	This count is the number of work order requests by fax, email, sticker pull, phone, or in person. Count as completed when the work order has been routed to the requestor.
Work Order Requested Files	Action associated with responding to work order requests. This includes all operations involved in processing the requests from printing and reviewing the work order, retrieving the files, performing the appropriate electronic transactions, producing screen prints and placing into the appropriate file, and delivering the work to the correct location.	This count is the number of files contained in the work order requests by fax, e-mail, sticker pull, phone, or in person. Count as completed when the file has been routed to the requestor or when the proper update procedures have been performed in the system if the file cannot be sent.
File Operations Total	Total of all above file operations	

Daily (Weekly, Monthly, Yearly) Report for:

Process	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending
Mail Operations						
Incoming Mail - Case Related & all other						
Incoming Mail - Administrative						
Incoming Files						
Outgoing Mail - Regular Handling						
Outgoing Mail - Special Handling						
Outgoing Files						
Mail Operations Total						
Informational Counts						
Returned Undeliverable - All non-PONDS mail						
Data Collection Operations						
FD-258						
I-765 Biometrics						
I-90 Alias & DOB searches						
I-130 Alias & DOB searches						
I-539 Alias & DOB searches						
I-601A Alias & DOB searches						
I-751 Alias & DOB searches						
I-765 Alias & DOB searches						
All other form type Alias & DOB searches						
Data Collection Total						
File Operations						
Address Changes - Returned Mail						
Address Changes - AR-11						
Address Changes - SRMT System						
Address Changes - All Other Sources						
Address Changes SubTotal						
A-File Creates I-129F						
A-File Creates I-130						
A-File Creates I-601A						
A-File Creates, all other form types						
A-File Creates SubTotal						
CIS Corrections						
Connects - FD-258 Idents (Rap Sheets)						
Connects - I-72 Request for Evidence						
Connects- Withdrawal Request Letters						
Consolidations						
Consulate Returns						
Derivative beneficiaries searched						
Derivative beneficiary A#s identified						
ELIS Scans						
Files Audited						
Files Prepared for NVC Shipment						
File Transfer Request - A-Files						
File Transfer Request - R-Files						
FTCs Received						
G-28 Individually Filed						
G-639 FOIA requests						
G-639 FOIA request pages						
Hold Shelf-HBG R-files						
Hold Shelf-NRC A-files						
Interfiling						
Internal File Requests - Expedited						

Figure 1

Daily (Weekly, Monthly, Yearly) Report for:

Process	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending
Internal File Requests - Routine						
Maintain File Jackets						
NASS Scheduling						
Photocopies						
Refiles						
Report Reconciliations						
Scan & Email, or Fax, Miscellaneous						
Screenprints						
Searches - Routine						
Shelf Re-Organization						
Special File Pulls						
Special File Sorts						
T-File Creates						
Transferred-A/T File(FTI)(RAILS) - Expedited						
Transferred-A/T File(FTI)(RAILS) - Routine						
Transferred-R File(RAILS) - Expedited						
Transferred-R File(RAILS) - Routine						
Work Order Requests						
Work Order Requested Files						
File Operations Total						

Figure 1

Attachment 2.5 – Government Provided Information (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 are provided:

- Standard Operating Procedures Samples (PSC Mail, Data Collection, and File Operations)
- Records Policy Manual – Part II

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
(<http://www.dtic.mil/whs/directives/corres/pdf/522022m.pdf>)
- USCIS Adjudicator’s Field Manual (AFM) – Perform a Google search to locate USCIS AFM. The result will be an extensive link to the USCIS website containing the manual.
- Confidentiality Guidance
 - Section 384 IIRIRA (see <http://www.uscis.gov/ilink/docView/PUBLAW/HTML/PUBLAW/0-0-0-10948.html>)
 - 8 CFR 208.6 (see http://www.uscis.gov/sites/default/files/USCIS/Laws/Memoranda/Static_Files_Memoranda/Archives%201998-2008/2005/fctsheetsconf061505.pdf, and see also <http://www.gpo.gov/fdsys/pkg/CFR-2012-title8-vol1/pdf/CFR-2012-title8-vol1-sec208-6.pdf>)
- Privacy Act of 1974
 - 5 USC 552a (see <http://www.justice.gov/opcl/privstat.htm>)
 - 8 CFR 103.20 *et seq.* (see <http://www.uscis.gov/sites/default/files/ilink/docView/SLB/HTML/SLB/0-0-0-1/0-0-0-11261/0-0-0-11630.html>)
 - 28 CFR 16.40 *et seq.* (see <http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=f196b6170b1761e20a72759b7c076e60&rgn=div5&view=text&node=28:1.0.1.1.17&idno=28>)

USCIS Deliverable Templates

- Monthly Status Report Recommended Template
- Customer Feedback Form
- Time Center Audit Report
- System Generated Sample Reports for RAILS

Attachment 2.6 - Mandatory USCIS Contractor Training Courses

* The following mandatory training courses are billable as labor hours ONLY for SCA Non-Exempt employees. The hours billed shall not exceed (NTE) the specified duration of time.

** Courses not mandated by the Government shall not be billed to the Government. For example, training to improve typing, reading, or writing proficiency.

Course Title	Special Notes	Frequency	NTE Duration	Available Through the Service Center Compliance Offer
USCIS Privacy Awareness Training		Annually	1 hour	DHS PALMS
Security Awareness Training (SAT)	Required within 30 days of entrance on duty (EOD) for new contractors; annually thereafter	Annually	1 hour	DHS PALMS
DHS Basic Records Management		Annually	1 hour	DHS PALMS
DHS Electronic Records Management		Annually	1 hour	DHS PALMS
All Mail Handling	Required for all correspondence management contractors	One Time	30 mins	DHS PALMS
Human Trafficking Awareness		Annually	30 mins	DHS PALMS
Active Shooter		One Time	15 mins	DHS PALMS
Insider Threat Training		One Time	30 mins	DHS PALMS
Computer Security Awareness Training (CSAT) (Includes Social Engineering)	Course Id: DOS-010-32-CSAT; Training is provided through the Department of State (DOS)	Annually	1 hour	Department of State
DHS Continuity of Operations Awareness	One time training for contractors identified as providing an essential service	One Time	1 hour	Department of Homeland Security
Unauthorized Disclosure (Handling & Safeguarding PII & SPII)		One Time	30 mins	Office of Security and Integrity
USCIS Security Briefing (USCIS PIV Card Issuance)	Required for all Contractors when they enter on site	One Time	1 hour	Office of Security and Integrity
Courier Training (Mail Clerks ONLY)	Required for all mail couriers	Annually	1 hour	Office of Security and Integrity
National Security Information (NSI)	Required for those with Disco clearance	Annually	1.5 hours	Office of Security and Integrity
Hazardous Materials	Required for all correspondence management contractors	Annually	1 hour	Office of Security and Integrity
Miscellaneous USCIS Sponsored Training	Includes: The Central Index System (CIS-II), Electronic Document Management System (EDMS), RAILS, Treasury Enforcement Communication System (TECS) Certification, Violence Against Women's Act (VAWA), Global-Affirmative Case Management System, and the Electronic Immigration System (ELIS).			

DHS PALMS: The DHS Performance and Learning Management System (PALMS) that delivers USCIS mandatory and elective courses

Courses required for Contractors may be available through DHS PALMS, CD training media, and Government/Contractor facilitated training sessions. This list is subject to change based on any USCIS Policy changes and will be addressed accordingly.

DAAG FDNS Report-Office:				PoP: X/XX/XX X/XX/XX		
Reporting Line Items						
FDNS CME Creation	Date	Date	Date	Date	Date	Weekly Cumulative Total
CFDO Cases						
EPS Cases						
Leads						
RFA						
SVP						
Monthly Totals						
FDNS File Operations Support	Date	Date	Date	Date	Date	Weekly Cumulative Total
CFDO Directed Audits # files						
Audit time						
CFDO File Ops File Pull Total						
CFDO Cases						
EPS Cases						
Leads						
RFA						
SVP						
CFDO File Ops Refiles						
CFDO Cases						
EPS Cases						
Leads						
RFA						
SVP						
CFDO File Ops Training time						
# of Employees Training						
CFDO File Ops Updates						
CFDO Cases						
EPS Cases						
Leads						
RFA						
SVP						
Monthly Totals	0					

DAAG FDNS Report-Office:				PoP: X/XX/XX X/XX/XX		
Reporting Line Items						
FDNS CME Creation	Date	Date	Date	Date	Date	Weekly Cumulative Total
Cases						
Leads						
RFA						
SVP						
Monthly Totals						
FDNS File Operations Support	Date	Date	Date	Date	Date	Weekly Cumulative Total
CFDO Directed Audits # files						
Audit time						
CFDO File Ops File Pull Total						
Cases						
Leads						
RFA						
SVP						
CFDO File Ops Refiles						
Cases						
Leads						
RFA						
SVP						
CFDO File Ops Training <i>time</i>						
# of Employees Training						
CFDO File Ops Updates						
Cases						
Leads						
RFA						
SVP						

Reporting Line Items						
Monthly Totals	0					

[illegible]

FDNS Support

Data Entry Support	
1	2
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97	98
99	100

Process	Definition/ Actions
CFDO Data Entry	Creation of new Case Management Entities (CME)s such as; Leads, Cases, RFAs, SVPs, and OVRs. This includes: Querying existing information in the FDNS case management system to be used and/or updated to create new CMEs, Create and populate new CME components such as; People, Organizations, Forms, Subjects, etc., Scan and attach supporting documents into the CME, and if applicable link the new CMEs to existing CMEs pertaining to the same Subject whether it's a person or an organization. The Contractor should refer to the applicable user guides to perform the above tasks.

File Operations Support

[illegible]

"REGISTER OF WAGE DETERMINATIONS UNDER | U.S. DEPARTMENT OF LABOR

THE SERVICE CONTRACT ACT | EMPLOYMENT STANDARDS ADMINISTRATION

By direction of the Secretary of Labor | WAGE AND HOUR DIVISION

| WASHINGTON D.C. 20210

|

|

|

| Wage Determination No.: 2015-4281

Daniel W. Simms Division of | Revision No.: 14

Director Wage Determinations | Date Of Last Revision: 07/16/2019

Note: Under Executive Order (EO) 13658 an hourly minimum wage of \$10.60 for calendar year 2019 applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1 2015. If this contract is covered by the EO the contractor must pay all workers in any classification listed on this wage determination at least \$10.60 per hour (or the applicable wage rate listed on this wage determination if it is higher) for all hours spent performing on the contract in calendar year 2019. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

States: District of Columbia Maryland Virginia

Area: District of Columbia Statewide

Maryland Counties of Calvert Charles Prince George's

Virginia Counties of Alexandria Arlington Fairfax Falls Church Fauquier

Loudoun Manassas Manassas Park Prince William Stafford

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		18.95
01012 - Accounting Clerk II		21.28
01013 - Accounting Clerk III		23.81
01020 - Administrative Assistant		34.06
01035 - Court Reporter		24.02
01041 - Customer Service Representative I		14.94
01042 - Customer Service Representative II		16.81
01043 - Customer Service Representative III		18.33
01051 - Data Entry Operator I		16.64
01052 - Data Entry Operator II		18.16
01060 - Dispatcher Motor Vehicle		19.84
01070 - Document Preparation Clerk		17.75
01090 - Duplicating Machine Operator		17.75
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		16.71
01191 - Order Clerk I		15.29
01192 - Order Clerk II		16.68
01261 - Personnel Assistant (Employment) I		18.87
01262 - Personnel Assistant (Employment) II		21.11
01263 - Personnel Assistant (Employment) III		23.52
01270 - Production Control Clerk		25.59
01290 - Rental Clerk		16.55
01300 - Scheduler Maintenance		18.07
01311 - Secretary I		18.07
01312 - Secretary II		20.18
01313 - Secretary III		25.29
01320 - Service Order Dispatcher		17.73
01410 - Supply Technician		34.06
01420 - Survey Worker		20.03
01460 - Switchboard Operator/Receptionist		15.56
01531 - Travel Clerk I		16.28
01532 - Travel Clerk II		17.50
01533 - Travel Clerk III		18.79
01611 - Word Processor I		17.16

01612 - Word Processor II	19.27
01613 - Word Processor III	21.56
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer Fiberglass	28.60
05010 - Automotive Electrician	23.78
05040 - Automotive Glass Installer	22.39
05070 - Automotive Worker	22.39
05110 - Mobile Equipment Servicer	19.26
05130 - Motor Equipment Metal Mechanic	25.04
05160 - Motor Equipment Metal Worker	22.39
05190 - Motor Vehicle Mechanic	25.04
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.39
05310 - Painter Automotive	23.78
05340 - Radiator Repair Specialist	22.39
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	25.04
07000 - Food Preparation And Service Occupations	
07010 - Baker	14.14
07041 - Cook I	15.92
07042 - Cook II	18.51
07070 - Dishwasher	12.39
07130 - Food Service Worker	11.88
07210 - Meat Cutter	20.41
07260 - Waiter/Waitress	11.34
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner Vehicles	11.64
11060 - Elevator Operator	13.50
11090 - Gardener	19.77
11122 - Housekeeping Aide	13.50
11150 - Janitor	13.50
11210 - Laborer Grounds Maintenance	14.75
11240 - Maid or Houseman	13.12

11260 - Pruner	13.08
11270 - Tractor Operator	18.08
11330 - Trail Maintenance Worker	14.75
11360 - Window Cleaner	15.22
12000 - Health Occupations	
12010 - Ambulance Driver	23.71
12011 - Breath Alcohol Technician	23.49
12012 - Certified Occupational Therapist Assistant	33.40
12015 - Certified Physical Therapist Assistant	27.29
12020 - Dental Assistant	22.82
12025 - Dental Hygienist	45.97
12030 - EKG Technician	33.48
12035 - Electroneurodiagnostic Technologist	33.48
12040 - Emergency Medical Technician	23.71
12071 - Licensed Practical Nurse I	19.82
12072 - Licensed Practical Nurse II	22.17
12073 - Licensed Practical Nurse III	24.71
12100 - Medical Assistant	17.99
12130 - Medical Laboratory Technician	22.97
12160 - Medical Record Clerk	18.96
12190 - Medical Record Technician	21.21
12195 - Medical Transcriptionist	20.67
12210 - Nuclear Medicine Technologist	40.09
12221 - Nursing Assistant I	11.91
12222 - Nursing Assistant II	13.39
12223 - Nursing Assistant III	14.61
12224 - Nursing Assistant IV	16.41
12235 - Optical Dispenser	23.25
12236 - Optical Technician	19.12
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	19.00
12305 - Radiologic Technologist	34.88
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	28.97
12320 - Substance Abuse Treatment Counselor	27.04
13000 - Information And Arts Occupations	

13011 - Exhibits Specialist I	22.07
13012 - Exhibits Specialist II	27.35
13013 - Exhibits Specialist III	33.44
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	38.84
13050 - Library Aide/Clerk	17.04
13054 - Library Information Technology Systems Administrator	35.07
13058 - Library Technician	20.89
13061 - Media Specialist I	25.31
13062 - Media Specialist II	28.32
13063 - Media Specialist III	31.55
13071 - Photographer I	18.32
13072 - Photographer II	20.79
13073 - Photographer III	26.04
13074 - Photographer IV	31.52
13075 - Photographer V	37.14
13090 - Technical Order Library Clerk	21.40
13110 - Video Teleconference Technician	27.27
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
14170 - System Support Specialist	38.69
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81

15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	39.20
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	32.93
15085 - Maintenance Test Pilot Fixed Jet/Prop	49.06
15086 - Maintenance Test Pilot Rotary Wing	49.06
15088 - Non-Maintenance Test/Co-Pilot	49.06
15090 - Technical Instructor	29.67
15095 - Technical Instructor/Course Developer	36.30
15110 - Test Proctor	23.96
15120 - Tutor	23.96
16000 - Laundry Dry-Cleaning Pressing And Related Occupations	
16010 - Assembler	13.81
16030 - Counter Attendant	13.81
16040 - Dry Cleaner	16.94
16070 - Finisher Flatwork Machine	13.81
16090 - Presser Hand	13.81
16110 - Presser Machine Drycleaning	13.81
16130 - Presser Machine Shirts	13.81
16160 - Presser Machine Wearing Apparel Laundry	13.81
16190 - Sewing Machine Operator	17.81
16220 - Tailor	18.68
16250 - Washer Machine	15.14
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	27.18
19040 - Tool And Die Maker	31.49
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	20.25
21030 - Material Coordinator	25.59
21040 - Material Expediter	25.59
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	20.25
21110 - Shipping Packer	18.13
21130 - Shipping/Receiving Clerk	18.13
21140 - Store Worker I	14.12
21150 - Stock Clerk	18.82
21210 - Tools And Parts Attendant	20.25
21410 - Warehouse Specialist	20.25
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	38.52

23019 - Aircraft Logs and Records Technician	28.93
23021 - Aircraft Mechanic I	36.58
23022 - Aircraft Mechanic II	38.52
23023 - Aircraft Mechanic III	40.41
23040 - Aircraft Mechanic Helper	25.67
23050 - Aircraft Painter	34.74
23060 - Aircraft Servicer	28.93
23070 - Aircraft Survival Flight Equipment Technician	34.74
23080 - Aircraft Worker	30.76
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	30.76
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	36.58
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.92
23125 - Cable Splicer	34.63
23130 - Carpenter Maintenance	22.89
23140 - Carpet Layer	20.49
23160 - Electrician Maintenance	28.88
23181 - Electronics Technician Maintenance I	30.70
23182 - Electronics Technician Maintenance II	32.60
23183 - Electronics Technician Maintenance III	34.33
23260 - Fabric Worker	23.31
23290 - Fire Alarm System Mechanic	25.71
23310 - Fire Extinguisher Repairer	21.47
23311 - Fuel Distribution System Mechanic	32.57
23312 - Fuel Distribution System Operator	25.56
23370 - General Maintenance Worker	22.30
23380 - Ground Support Equipment Mechanic	36.58
23381 - Ground Support Equipment Servicer	28.93
23382 - Ground Support Equipment Worker	30.76
23391 - Gunsmith I	21.47
23392 - Gunsmith II	24.96
23393 - Gunsmith III	27.91
23410 - Heating Ventilation And Air-Conditioning Mechanic	28.90
23411 - Heating Ventilation And Air Contidioning Mechanic (Research Facility)	30.44
23430 - Heavy Equipment Mechanic	28.32
23440 - Heavy Equipment Operator	23.39
23460 - Instrument Mechanic	30.07

23465 - Laboratory/Shelter Mechanic	26.51
23470 - Laborer	14.98
23510 - Locksmith	28.14
23530 - Machinery Maintenance Mechanic	28.87
23550 - Machinist Maintenance	26.10
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	30.07
23592 - Metrology Technician II	31.67
23593 - Metrology Technician III	33.22
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter Maintenance	21.75
23790 - Pipefitter Maintenance	28.47
23810 - Plumber Maintenance	27.04
23820 - Pneudraulic Systems Mechanic	27.91
23850 - Rigger	28.23
23870 - Scale Mechanic	24.96
23890 - Sheet-Metal Worker Maintenance	26.09
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	31.34
23932 - Telecommunications Mechanic II	33.00
23950 - Telephone Lineman	33.81
23960 - Welder Combination Maintenance	24.34
23965 - Well Driller	22.91
23970 - Woodcraft Worker	27.91
23980 - Woodworker	21.47
24000 - Personal Needs Occupations	
24550 - Case Manager	20.05
24570 - Child Care Attendant	13.72
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	12.99
24620 - Family Readiness And Support Services Coordinator	20.05
24630 - Homemaker	20.05
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	33.55
25040 - Sewage Plant Operator	25.77
25070 - Stationary Engineer	33.55
25190 - Ventilation Equipment Tender	23.62
25210 - Water Treatment Plant Operator	25.77
27000 - Protective Service Occupations	

27004 - Alarm Monitor	23.83
27007 - Baggage Inspector	17.28
27008 - Corrections Officer	26.85
27010 - Court Security Officer	28.44
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	26.85
27070 - Firefighter	30.03
27101 - Guard I	17.28
27102 - Guard II	20.57
27131 - Police Officer I	30.76
27132 - Police Officer II	34.19
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.62
28042 - Carnival Equipment Repairer	14.88
28043 - Carnival Worker	9.85
28210 - Gate Attendant/Gate Tender	15.74
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	17.62
28510 - Recreation Aide/Health Facility Attendant	12.85
28515 - Recreation Specialist	21.82
28630 - Sports Official	14.03
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	33.39
29020 - Hatch Tender	33.39
29030 - Line Handler	33.39
29041 - Stevedore I	31.17
29042 - Stevedore II	35.46
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist Center (HF0) (see 2)	43.35
30011 - Air Traffic Control Specialist Station (HF0) (see 2)	29.89
30012 - Air Traffic Control Specialist Terminal (HF0) (see 2)	32.93
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	27.17
30051 - Cryogenic Technician I	29.70
30052 - Cryogenic Technician II	32.81
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60

30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.93
30095 - Evidence Control Specialist	26.82
30210 - Laboratory Technician	25.68
30221 - Latent Fingerprint Technician I	34.60
30222 - Latent Fingerprint Technician II	38.22
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30375 - Petroleum Supply Specialist	32.81
30390 - Photo-Optics Technician	27.98
30395 - Radiation Control Technician	32.81
30461 - Technical Writer I	27.08
30462 - Technical Writer II	33.13
30463 - Technical Writer III	40.08
30491 - Unexploded Ordnance (UXO) Technician I	27.56
30492 - Unexploded Ordnance (UXO) Technician II	33.34
30493 - Unexploded Ordnance (UXO) Technician III	39.96
30494 - Unexploded (UXO) Safety Escort	27.56
30495 - Unexploded (UXO) Sweep Personnel	27.56
30501 - Weather Forecaster I	29.70
30502 - Weather Forecaster II	36.13
30620 - Weather Observer Combined Upper Air Or (see 2)	25.19
Surface Programs	
30621 - Weather Observer Senior (see 2)	27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31010 - Airplane Pilot	33.34
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	15.66
31260 - Parking and Lot Attendant	12.79
31290 - Shuttle Bus Driver	17.12

31310 - Taxi Driver	14.64
31361 - Truckdriver Light	17.12
31362 - Truckdriver Medium	18.58
31363 - Truckdriver Heavy	21.87
31364 - Truckdriver Tractor-Trailer	21.87
99000 - Miscellaneous Occupations	
99020 - Cabin Safety Specialist	16.26
99030 - Cashier	11.43
99050 - Desk Clerk	13.77
99095 - Embalmer	33.76
99130 - Flight Follower	27.56
99251 - Laboratory Animal Caretaker I	13.24
99252 - Laboratory Animal Caretaker II	14.47
99260 - Marketing Analyst	35.01
99310 - Mortician	34.10
99410 - Pest Controller	20.07
99510 - Photofinishing Worker	14.85
99710 - Recycling Laborer	21.84
99711 - Recycling Specialist	26.77
99730 - Refuse Collector	19.37
99810 - Sales Clerk	12.20
99820 - School Crossing Guard	16.38
99830 - Survey Party Chief	27.60
99831 - Surveying Aide	17.15
99832 - Surveying Technician	26.22
99840 - Vending Machine Attendant	15.48
99841 - Vending Machine Repairer	19.67
99842 - Vending Machine Repairer Helper	15.48

Note: Executive Order (EO) 13706 Establishing Paid Sick Leave for Federal

Contractors applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1

2017. If this contract is covered by the EO the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness injury or other health-related needs including preventive care; to assist a family member (or person who is like family to the employee) who is ill injured or has other health-related needs including preventive care; or for reasons resulting from or to assist a family member (or person who is like family to the employee) who is the victim of domestic violence sexual assault or stalking. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.54 per hour up to 40 hours per week or \$181.60 per week or \$786.93 per month

HEALTH & WELFARE EO 13706: \$4.22 per hour up to 40 hours per week or \$168.80 per week or \$731.47 per month*

*This rate is to be used only when compensating employees for performance on an SCA-covered contract also covered by EO 13706 Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

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: 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 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b) this wage determination does not apply to any employee who individually qualifies as a bona fide executive administrative or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally because job titles vary widely and change quickly in the computer industry job titles are not determinative of the application of the computer professional exemption. Therefore the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures including consulting with users to determine hardware software or system functional specifications;

(2) The design development documentation analysis creation testing or modification of computer systems or programs including prototypes based on and related to user or system design specifications;

(3) The design documentation testing creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND 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 re-grading 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.

**** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS ****

The duties of employees under job titles listed are those described in the ""Service Contract Act Directory of Occupations"" Fifth Edition (Revision 1) dated September 2015 unless otherwise indicated.

**** 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 (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification wage rate and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the

date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). 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(s) and computes a proposed rate(s).
- 2) After contract award the contractor prepares a written report listing in order the proposed classification title(s) a Federal grade equivalency (FGE) for each proposed classification(s) job description(s) and rationale for proposed wage rate(s) 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 U.S. Department of Labor Wage and Hour Division for review (See 29 CFR 4.6(b)(2)(ii)).
- 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 Division's decision to the contractor.

6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

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"" should be used to compare job definitions to ensure 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 (See 29 CFR 4.152(c)(1))."