AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 1

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
007	MAY 11 2001	SID-1-10222	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Sve— HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102	X	9B. DATED *(SEE ITEM 11)* - 10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436 10B. DATED *(SEE ITEM 13)* 09/17/1997
CODE FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*
1511220/11SD.321B.844.00+$39,046

NET CHANGES: $ 39,046.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

This incremental funding under this modification will take the period of performance thru June 30, 2001.

The incremental funding under this Delivery Order is increased by $39,046 from $3,731,539 to $3,770,585.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garforth Jr.	
15B. CONTRACTOR/OFFEROR *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY *(Signature of Contracting Officer)*	16C. DATE SIGNED MAY 11

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig. ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 5

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1 CONTRACT ID CODE	PAGE OF PAGES 1 2

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
006	MAY 1 2001	SID-1-10192	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
CODE FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

N/A

NET CHANGES:

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Changes clause 52.243-1 (ALTII) & 3
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 3 copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible)*

The purpose of this modification is to revise the pricing of Task #7- Hardware Maintenance to reflect changes to the Technology Tracking System (ITTS) and the performance incentive fee of the Service Level Agreement for this task.

1- The attached is an update of the ITTS agreed to by both the Contractor and the INS Program Office. This information replaces the information in the base award for this Task for the present period of performance. The effective date for this to take place is May 1, 2001. This modifiction revises the maintenance CLIN's as a result of product additions and deletions contained in Getronics proposal dated April 17, 2001.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER *(Type or print)*	16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*
[redacted]	Joseph M. Garforth Jr.
15B. CONTRACTOR/OFFEROR [redacted] *(Signature of person authorized to sign)*	15C. DATE SIGNED 5/2/01
16B. UNITED STATES OF AMERICA BY *(Signature of Contracting Officer)*	16C. DATE SIGNED MAY 9 2001

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE	
2. AMENDMENT/MODIFICATION NO. 006	3. EFF. DATE MAY 1 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10192	PAGE 2	OF PAGES 2

14. DESCRIPTION OF AMENDMENT/MODIFICATION (*Organized by UCF section headings, including solicitation/contract subject matter where feasible.*)

2- In light of INS budgetary restraints the Contractor agrees to the deletion of the performance incentive from this Task for the entire performance period.

Getronics

Getronics Government Solutions, LLC
7900 Westpark Drive, McLean, Virginia 22102

Facsimile Transmittal Sheet

TO: Joe Angelo	FROM: [redacted] b6
COMPANY: INS	DATE: 4/17/01
FAX NUMBER: (202) 514-3353	TOTAL NO. OF PAGES INCLUDING COVER: 5
PHONE NUMBER: (202) 514-3630	SENDER'S PHONE NUMBER: (703) 827-3807
RE:	SENDER'S FAX NUMBER: (703) 827-3565

☐ PLEASE CONFIRM RECEIPT ☐ URGENT ☐ FOR REVIEW ☐ PLEASE REPLY

NOTES/COMMENTS:

Change pages to Task Order 7, Hardware Maintenance, Cost Proposal dated 4/16/01 in accordance with discussions with INS this a.m.

cc: Bill Totten - AMS (202) 514-0581
Jim Dower - Getronics (202) 777-0143

The information contained in this facsimile is the property of Getronics and unless otherwise provided, is confidential and proprietary to Getronics. It is intended only for use of the person or persons named above. Any use, dissemination, or copying of this communication is strictly prohibited by anyone other than the intended recipient(s). If you have received this communication in error, please notify the sender immediately.

Getronics

APR 17 2001 11:34 FR GETRONICS 703 827 3127 TO 912025140581 P.01/05

Hardware Maintenance

64

CLIN & Description	Rate/Hr	04/1/01 - 9/30/01 FTEs	Hours	Cost	10/1/00 - 03/31/01	Total FY 2001
00-3302 - Technical Manager	58.05	1	474	$ 27,524	$ 54,103	$ 81,627
00-3314 - Senior Computer Specialist	55.95	5	963	$ 269,422	$ 233,200	$ 502,622
00-3318 - Senior Logistics Specialist	42.47	1	963	$ 40,902	$ 39,752	$ 80,654
Total Straight Time		7	6,253	$ 337,847	$ 327,054	$ 664,902
00-3302AA - Technical Manager	58.05	1		$ -		$ -
00-3314AA - Senior Computer Specialist	55.95	5	84	$ 23,499	$ 23,219	$ 46,718
00-3318AA - Senior Logistics Specialist	42.47	1		$ -		
Total Overtime		6	420	$ 23,499	$ 23,219	$ 46,718
00-XXXX - Fixed Recurring - See Attachment A			n/a	$ 1,660,543	$ 1,594,764	$ 3,255,307
00-1600 - Per Call/Depot (1[redacted])			n/a	$ 385,000	$ 175,168	$ 560,168
00-4302 - Travel ([redacted])				$ 9,000	$ 1,495	$ 10,495
Cell Phones				$ 1,239		$ 1,239
Cisco				$ -	$ 478,211	$ 478,211
FedEx				$ 1,200		$ 1,200
Supplies				$ 652		$ 652
T1 Line				$ 4,426	$ 4,426	$ 8,851
00-4300 Total ODCs ([redacted])				$ 7,517	$ 482,637	$ 490,154
Total Estimate to Complete				$ 2,423,407	$ 2,604,337	$ 5,027,744

APR 17 2001 11:34 FR GETRONICS 703 827 3127 TO 912025140581 P.02/05

Name	Maintenance									
Type	Site	CLINDescription	Data	ITD	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
Normal	CENTRAL OFFICE	00-3302 - Technical Manager	Headcount	1	0	0	0	1	1	1	1
			Total Hours	932.0	0.0	0.0	0.0	156.6	173.3	144.3	1,406.1
			CLIN Rate	58.05	58.05	58.05	58.05	58.05	58.05	58.05	58.05
			Total Cost	54,103	0	0	0	9,088	10,061	8,375	81,627
		00-3314 - Senior Computer Specialist	Headcount	5	5	5	5	5	5	5	5
			Total Hours	4,168.0	804.9	841.4	798.5	782.8	866.6	721.4	8,983.4
			CLIN Rate	55.95	55.95	55.95	55.95	55.95	55.95	55.95	55.95
			Total Cost	233,200	45,031	47,074	44,676	43,795	48,486	40,360	502,622
		00-3318 - Senior Logistics Specialist	Headcount	1	1	1	1	1	1	1	1
			Total Hours	936.0	161.0	168.3	159.7	156.6	173.3	144.3	1,899.1
			CLIN Rate	42.47	42.47	42.47	42.47	42.47	42.47	42.47	42.47
			Total Cost	39,752	6,836	7,146	6,782	6,649	7,361	6,127	80,654
	CENTRAL OFFICE Headcount			7	6	6	6	7	7	7	7
	CENTRAL OFFICE Total Hours			6,036.0	965.8	1,009.6	958.2	1,095.9	1,213.2	1,009.9	12,288.6
	CENTRAL OFFICE CLIN Rate			54.18	53.70	53.70	53.70	54.32	54.32	54.32	54.11
	CENTRAL OFFICE Total Cost			327,054	51,868	54,220	51,459	59,531	65,908	54,862	664,902
Overtime	CENTRAL OFFICE	00-3302AA - Technical Manager	Headcount	1				1	1	1	1
			Total Hours	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
			CLIN Rate	58.05	58.05	58.05	58.05	58.05	58.05	58.05	58.05
			Total Cost	0	0	0	0	0	0	0	0
		00-3314AA - Senior Computer Specialist	Headcount	5	5	5	5	5	5	5	5
			Total Hours	415.0	70.0	70.0	70.0	70.0	70.0	70.0	835.0
			CLIN Rate	55.95	55.95	55.95	55.95	55.95	55.95	55.95	55.95
			Total Cost	23,219	3,917	3,917	3,917	3,917	3,917	3,917	46,718
		00-3318AA - Senior Logistics Specialist	Headcount	1	1	1	1	1	1	1	1
			Total Hours	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
			CLIN Rate	42.47	42.47	42.47	42.47	42.47	42.47	42.47	42.47
			Total Cost	0	0	0	0	0	0	0	0
	CENTRAL OFFICE Headcount			7	6	6	6	7	7	7	7
	CENTRAL OFFICE Total Hours			415.0	70.0	70.0	70.0	70.0	70.0	70.0	835.0
	CENTRAL OFFICE CLIN Rate			55.95	55.95	55.95	55.95	55.95	55.95	55.95	55.95
	CENTRAL OFFICE Total Cost			23,219	3,917	3,917	3,917	3,917	3,917	3,917	46,718

b4

Name	Maintenance										
Type	Site	CLINDescription	Data	ITD	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
[redacted]											
ODC	CENTRAL OFFICE	00-4300 - ODC-Supplies - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	0	109	109	109	109	109	109	652
		00-4300 - ODC-Cell Phones - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	0	207	207	207	207	207	207	1,239
		00-4300 - ODC-FedEx - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	0	200	200	200	200	200	200	1,200
		00-1600 - Per Call/Depot	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	175,168	55,000	55,000	55,000	55,000	55,000	110,000	560,168
		00-4300 - Cisco - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	478,211							478,211
		00-4300 - T-1 Line - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	4,426	738	738	738	738	738	738	8,852
		01-1000 - Fixed Recurring Fee	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	1,594,764	265,794	278,950	278,950	278,950	278,950	278,950	3,255,307
	CENTRAL OFFICE Headcount										
	CENTRAL OFFICE Total Hours										
	CENTRAL OFFICE CLIN Rate										
	CENTRAL OFFICE Total Cost			2,252,569	322,047	335,203	335,203	335,203	335,203	390,203	4,305,629
[redacted]											

b4

Name	Maintenance									
Type	Site	CLINDescription	Data	ITD	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
Travel	CENTRAL OFFICE	00-4302 - Travel - Includes [redacted] Mark-Up	Headcount								
			Total Hours								
			CLIN Rate								
			Total Cost	1,495	1,500	1,500	1,500	1,500	1,500	1,500	10,495
	CENTRAL OFFICE Headcount										
	CENTRAL OFFICE Total Hours										
	CENTRAL OFFICE CLIN Rate										
	CENTRAL OFFICE Total Cost			1,495	1,500	1,500	1,500	1,500	1,500	1,500	10,495

[redacted]

1010	Bar Code Readers and Scanners	0.00	0	0.00
1011	Bar Code Readers and Scanners - PPM	4.44	0	0.00
1012	Bar Code Readers and Scanners - OPPM	4.44	0	0.00
1013	Bar Code Readers and Scanners - NBD PPM	4.00	4,885	19,520.46
1020	Bar Code Printers	0.00	0	0.00
1021	Bar Code Printers - PPM	34.24	0	0.00
1022	Bar Code Printers - OPPM	34.24	0	0.00
1023	Bar Code Printers - NBD PPM	30.82	576	17,750.02
1030	Communication Devices	0.00	0	0.00
1031	Communication Devices - PPM	10.18	0	0.00
1032	Communication Devices - OPPM	10.18	0	0.00
1033	Communication Devices - NBD PPM	9.16	0	0.00
1040	Intelligent LAN Hub - Small	0.00	0	0.00
1041	Intelligent LAN Hub - Small - PPM	19.44	0	0.00
1042	Intelligent LAN Hub - Small - OPPM	19.44	0	0.00
1043	Intelligent LAN Hub - Small - NBD PPM	17.50	0	0.00
1050	Intelligent LAN Hub - Large	0.00	0	0.00
1051	Intelligent LAN Hub - Large - PPM	837.58	0	0.00
1052	Intelligent LAN Hub - Large - OPPM	837.58	0	0.00
1053	Intelligent LAN Hub - Large - NBD PPM	753.82	0	0.00
1060	Dumb LAN Hub	0.00	0	0.00
1061	Dumb LAN Hub - PPM	5.74	0	0.00
1062	Dumb LAN Hub - OPPM	5.74	0	0.00
1063	Dumb LAN Hub - NBD PPM	5.17	0	0.00
1070	Terminals	0.00	0	0.00
1071	Terminals - PPM	3.98	0	0.00
1072	Terminals - OPPM	3.98	0	0.00
1073	Terminals - NBD PPM	3.58	0	0.00
1080	CNT Channel Extenders, Model 5320-PTP	0.00	0	0.00
1081	CNT Channel Extenders, Model 5320-PTP - PPM	310.97	0	0.00
1082	CNT Channel Extenders, Model 5320-PTP - OPPM	310.97	0	0.00
1083	CNT Channel Extenders, Model 5320-PTP - NBD PPM	279.87	0	0.00
1090	3420 Tape Drive	0.00	0	0.00
1091	3420 Tape Drive - PPM	201.76	0	0.00
1092	3420 Tape Drive - OPPM	201.76	0	0.00
1093	3420 Tape Drive - NBD PPM	181.58	0	0.00
1100	3803 Tape Drive Controller	0.00	0	0.00
1101	3803 Tape Drive Controller - PPM	169.37	0	0.00
1102	3803 Tape Drive Controller - OPPM	169.37	0	0.00
1103	3803 Tape Drive Controller - NBD PPM	152.43	0	0.00
1110	3480-A22 Magnetic Tape Subsystem	0.00	0	0.00
1111	3480-A22 Magnetic Tape Subsystem - PPM	415.55	0	0.00
1112	3480-A22 Magnetic Tape Subsystem - OPPM	415.55	0	0.00
1113	3480-A22 Magnetic Tape Subsystem - NBD PPM	374.00	0	0.00
1120	3480-B22 Magnetic Tape Unit	0.00	0	0.00
1121	3480-B22 Magnetic Tape Unit - PPM	171.22	0	0.00
1122	3480-B22 Magnetic Tape Unit - OPPM	171.22	0	0.00
1123	3480-B22 Magnetic Tape Unit - NBD PPM	154.10	0	0.00
1130	Pyramid Model XXX	0.00	0	0.00
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00

1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP B Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	2,948	15,543.33
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46	0	0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	21,312	87,272.64
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00

APR 16 2001 11:08 FR GETRONICS 703 827 3127 TO 912025140581 P.07/10

1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,652	79,201.84
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,259	40,915.52
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	8	213.26
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00
1373	Printers - Letter Quality Printers - NBD PPM	5.33	38	202.46
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00

1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	479	17,955.32
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00

APR 16 2001 11:08 FR GETRONICS 703 827 3127 TO 912025140581 P.09/10

1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	41,202	278,949.81

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 1

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
005	MAR 28 2001	SID-1-10146	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
CODE FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

1511220/11SD.321U.09U.00+$300,000

1511220/11SD.321X.09X.00+$300,000 NET CHANGES: $ 600,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

Funding for services through 6/20/01.

This Delivery Order is increased by $600,000 from $3,131,539 to $3,731,539.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garforth Jr.	
15B. CONTRACTOR/OFFEROR *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY *(Signature of Contracting Officer)*	16C. DATE SIGNED MAR 28 2001

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig. ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 2

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
004	JAN 16 2001	SID-1-10079	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
CODE FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*
SEE BELOW

NET CHANGES: $ 1,638,518.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to incrementally fund Task # 7. Hardware Maintenance.

Funding for services through 3/31/01.

This Delivery Order is increased by $1,638,518 from $1,493,021 to $3,131,539.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garforth Jr.	
15B. CONTRACTOR/OFFEROR _____ _____ *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ *(Signature of Contracting Officer)*	16C. DATE SIGNED JAN 16 2001

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE	
2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	PAGE	OF PAGES
004	—	SID-1-10079	2	2

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

Accounting & Appropriation Numbers:
1511220/11SD.321B.844.00 +$507,693 1511220/11SD.321U.09U.00 +$648,474
1511220/11SD.321X.09X.00 +$482,351

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 1

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
003	JAN 1 1 2001	PRO-1-11111	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
CODE FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted, or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

NET CHANGES: $ 0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT Contractor ☒ is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to change the Delivery Order Number under item 10A. above, Task #7 Hardware Maintenance.

Therefore, delete "COW-1-D-2436" and add "COW-0-D-2436" as shown .

Furthermore all documentation referencing COW-1-D-2436 shall be known as COW-0-D-2436.

This is being changed in accordance with a request from INS, HQ Finance Office.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garforth Jr.	
15B. CONTRACTOR/OFFEROR _____ *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ *(Signature of Contracting Officer)*	16C. DATE SIGNED JAN 11 2001

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig. ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 1

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
002	DEC 13 2000	SID-1-10048	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Wang Government Service Inc. 7900 Westpark Dr. Suite 1105 McLean VA 22102-4299		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-1-D-2436
CODE 175301720 FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

1511220/11SD.321B.844.00 +$650,720

1511220/11SD.321X.09X.00 +$73,748 NET CHANGES: $ 724,468.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor [X] is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

Funding for services thru 12/6/00.

This Delivery Order is increased by $724,468 from $768,553 to $1,493,021..

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garfoth Jr.	
15B. CONTRACTOR/OFFEROR _____ *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ *(Signature of Contracting Officer)*	16C. DATE SIGNED DEC 13 2000

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig. ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 | 1

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
001	DEC 1 2000	SID-1-10013	

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and Zip Code)*		9A. AMENDMENT OF SOLICITATION NO.
Wang Government Service Inc. 7900 Westpark Dr. Suite 1105 McLean VA 22102-4299		9B. DATED *(SEE ITEM 11)*
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-1-D-2436
CODE 175301720 FACILITY CODE		10B. DATED *(SEE ITEM 13)* 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

1511220/11SD.321B.844.00 +$127,962

1511220/11SD.321X.09X.00 +$158,033 NET CHANGES: $ 285,995.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(Such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not ☐ is required to sign this document and return _____ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

Funding is to 10/25/00.

This Delivery Order is increased by $285,995 from $482,558 to $768,553.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Joseph M. Garfoth Jr.	
15B. CONTRACTOR/OFFEROR _____ *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ *(Signature of Contracting Officer)*	16C. DATE SIGNED DEC 1 2000

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ G104 Oblig. ☐ Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 53.243

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 09/30/2000
2. CONTRACT NO. (if any): COW-7-C-0013
3. ORDER NO.: COW-1-D-2436
4. REQUISITION/REFERENCE NO.: SID-0-10358

5. ISSUING OFFICE. (Address correspondence to)
Immigration & Naturalization Svc
HQPRO
425 I Street NW Room 2208
Washington DC 20536

6. SHIP TO:
a. NAME OF CONSIGNEE
Immigration & Naturalization Svc
Receiving Unit Room 1126
b. STREET ADDRESS
425 I Street NW
c. CITY: Washington | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA

7. TO:
Wang Government Service Inc.
7900 Westpark Dr.
Suite 1105
McLean VA 22102-4299
[redacted] b6

8. TYPE OF ORDER
☐ a. PURCHASE - Reference Your _____
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.
☒ b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA
15X8598/01SD.321S.17S +257,770
1501220/01SD.321X.17X +224,788

CONTRACTOR TIN: 411571110

10. REQUISITIONING OFFICE
HQIRM

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ SMALL ☒ OTHER THAN SMALL
☐ DISADVANTAGED ☐ WOMEN-OWNED

12. F.O.B. POINT Destination

13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
a. INSPECTION	b. ACCEPTANCE			
Destination	Destination			Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	Task #7 Hardware Maintenance	1	SV	$482,558.00	$482,558.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

17(h) TOT. (Cont. pages)

SEE BILLING INSTRUCTIONS ON REVERSE

21. MAIL INVOICE TO:
a. NAME: Immigration & Naturalization Svc Collections & Payment
b. STREET ADDRESS (or P.O. Box): 425 I Stsreet NW Room 6034
c. CITY: Washington | d. STATE: DC | e. ZIP CODE: 20536

$482,558.00

17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature) Joseph M. Garfoth Jr.

23. NAME (Typed)
Joseph M. Garfoth Jr.
TITLE: CONTRACTING/ORDERING OFFICER

☐ Vendor ☐ Official ☐ Requestor
☐ Receiving ☐ C104 Oblig. ☐ Other

OPTIONAL FORM 347 (REV. 6/95)
Prescribed by GSA/FAR 48 CFR 53.213 (e)

COW-7-C-0013
COW-1-D-2436

1- This Delivery Order shall be incrementally funded.

2- The performance period of this Delivery Order is from September 30, 2000 to September 29, 2001.

3- The contractor shall perform the work in accordance with the attached SOW.

4- The total amount funded on this Delivery Order is $482,558. This funding shall be for the period of September 30, 2000 to October 3, 2000.

5- The total estimated price for this Delivery Order is $6,332,966 (including the maximum performance incentive of $69,048).

6- The pricing for this Delivery Order includes the latest DOL Wage Rates including Health & Welfare benefits of $1.92 per hour.

7- The Overtime in this Delivery Order is for billing purposes only. The correct Overtime rates shall be negotiated downward within the next 60 days.

All other terms and conditions of the contract remain.

Task Order 7 -- Maintenance

Task Order Statement of Work

Contract Number/Task Order Number: COW-7-C-0013/FOS01-007

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

1.1 Background

Customer Service within the Systems Integration Division (SID) is responsible for establishing hardware maintenance policy and standards for the INS. Customer Service is also responsible for the following functions within SID: Help Desk, Field Office Support, Field Liaisons, E-mail and HQ Operations Center and Server Management.

1.2 Objectives

The purpose of this Task Order is to establish contractor support for the Hardware Maintenance portion of FOS/HM. The contractor shall maintain a plan describing maintenance approaches and procedures. This plan shall identify the following:

a. Specific type and quantity of maintenance personnel necessary to successfully implement the provisions of this contract

b. Procedures for a maintenance activity, from initial observance of a malfunction, through reporting and repairing up to final return of the equipment to service

c. Contractor's maintenance organization (including escalation of problems and chain-of-command)

d. Preventive Maintenance Schedule (frequency, duration, and quality)

e. Original Equipment Manufacturer (OEM) certification

f. Use of remote diagnostic procedures

g. Proposed reporting procedures, including types of reports available and procedures for generating both routine and ad hoc reports

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.5, Maintenance Requirements.

3. Requirements

The Contractor shall provide support for Maintenance Requirements as defined in Contract Section C.5. The contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Subtask 1 - Maintenance Support

The Contractor shall provide three distinct levels of maintenance support under this contract: on-call (full coverage), per-call, and depot maintenance.

Full or on-call coverage includes both preventive and remedial maintenance to INS domestic locations. Foreign locations shall be entitled to maintenance service on a depot basis only. The Contractor shall provide all travel, transportation, labor, and parts required for return of a malfunctioning system or piece of equipment to full operating condition in accordance with the Government determined restore to service maintenance category. Per-call coverage includes remedial maintenance only, at any INS location.

a. Maintenance Periods

Principal Period of Maintenance (PPM) Monday through Friday 6 a.m. to 6 p.m. (local time)

Other Than Principal Period of Maintenance (OPPM) – Monday through Friday 6:01 p.m. to 5:59 a.m., Saturday, Sunday and Holidays (local time)

b. Constraints

Subject to security policies, regulations, and procedures, the Government will permit Contractor access to all equipment maintained under this task order.

c. General Maintenance Requirements

The Contractor shall provide maintenance support including technical troubleshooting, problem resolution, and component repair in order to maintain and keep the equipment covered under the contract in full operating condition. In addition, the Contractor shall:

1. Provide the Government with a designated POC and provide toll-free continuous telephone coverage 24 hour per day, 7 days per week, without exception.
2. Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment,

technical manuals/publications, and other services.

3. Provide data on all maintenance activities in accordance with the provisions of Section C.2.2.1.

d. Types of Maintenance

The following sections describe the maintenance support that shall be provided by the Contractor under this contract.

(1) Preventive Maintenance

The Contractor shall perform preventive maintenance in accordance with standard OEM practices; that is, preventive maintenance shall only be performed on equipment for which preventive maintenance is recommended by the OEM.

Preventive maintenance shall include, at a minimum:

a. Cleaning, lubricating, adjusting, inspecting, running diagnostic tests, and replacing all parts and components necessary to keep the equipment functioning within the specifications defined by the OEM. The Contractor shall supply all parts and materials required unless provided by the Government in accordance with Section C.8, Government Furnished Supplies, Facilities, and Equipment.

b. Running all diagnostics, repair, and replacement of all software and equipment parts determined to be defective.

The Contractor shall perform preventive maintenance in a manner as to avoid unreasonable and/or unplanned interference with the Government's normal operations. The frequency, duration, and quality of preventive maintenance, as well as the manner in which it is performed, shall be, at a minimum, equal to that prescribed by the OEM and provided for like equipment under the OEM's standard commercial maintenance contracts.

The Contractor shall take every reasonable precaution to anticipate problems and take necessary corrective action to prevent equipment failure prior to its occurrence.

(2) Remedial Maintenance

The Contractor shall provide remedial maintenance. Remedial maintenance shall include all travel, transportation, labor, and parts required for return of a malfunctioning system or equipment to full operating condition. PPM shall provide either 4 hours return to service or Next Business Day (NBD) return to service between the hours of 6:00 AM to 6:00 PM local time, as specified by the Government. *7 x 24 or PPM and OPPM* shall be provided to Government specified equipment and a 4-hour return to service shall be supplied.

Remedial maintenance applies to malfunctioning resources, including hardware and software, and is defined as determining why such malfunction occurred and either repairing or replacing it so that full functionality is restored.

(3) On-Call (Full Coverage) Maintenance

The Contractor shall provide on-call (full coverage) maintenance. On-call maintenance is defined as the method of maintenance whereby the contractor's personnel perform both preventive and remedial maintenance on Government equipment at Government's location(s). On-call maintenance shall include:

a. All transportation, labor, and parts required for remedial maintenance
b. Unlimited remedial maintenance calls
c. Preventive maintenance

Only equipment specified by location and serial number in the entitlement database shall qualify for On-Call maintenance. The Government will update the entitlement database on a quarterly basis. Maintenance Category changes between entitlement databases shall be processed per Attachment B - Maintenance Category Rules. Each item under on-call maintenance shall have an operational use rate of 97 percent.

(4) Per-Call Maintenance

The Contractor shall provide per-call maintenance including diagnosis and correction of equipment malfunctions and failures as may be necessary to restore the equipment to good working condition. The Contractor shall provide a diagnosis of the problem, the estimated time for repair, and a cost estimate within four (4) hours of the time the per-call authorization is provided by the INS task order manager or designee. The Contractor shall be paid on a time-and-material basis using Section B rates. The Contractor shall combine multiple service calls, whenever feasible, to reduce the cost to the Government. Multiple repairs at the same location shall be charged only one minimum labor and portal-to-portal charge. Per-call maintenance shall be used for all items of equipment without CLINs.

Parts and labor shall be warranted for a minimum of 90 days from the date the service is rendered. If additional calls are required during the warranty period for the warranted repair, they shall be made at no additional cost to the Government, and a new warranty period shall start from the date of last repair.

(5) Depot Maintenance

The Contractor shall perform depot maintenance. Depot maintenance is a full repair service plan performed at the contractor's facility or at a facility of the contractor's agent. Under depot maintenance the INS will be responsible for shipping a failed item (at the

Government's expense) to the contractor's designated maintenance depot. If the depot is nearby, the INS may carry the item to the depot or the contractor shall pick up the item at the INS site, as directed by the Government (excluding Saturday, Sunday, and Federal Holidays).

The Contractor shall repair and return the failed item within 48 hours under Time and Materials reimbursement. If the Contractor cannot repair the equipment within the specified time frame, the contractor shall provide a replacement for the component within 2 additional working days if mutually agreed upon by the Government and the contractor. The 48-hour turn-around time for the completion of maintenance activities shall be measured from the time the item arrives at the Contractor's facility to the time the item is operationally returned to the Government.

All normal shipping charges will be at the expense of the Government. The Government will pay additional shipping charges on a cost reimbursable basis for any equipment that is shipped priority per the Contracting Officer's Technical Representative's direction. The Government will pay for contractor approved shipping boxes on a cost reimbursable basis for laptops shipped to the Depot.

Subtask 2 - Repair Time Tracking

The Contractor shall track all repair times. Notification to the contractor of equipment failure may be made at any time, 24 hours per day, 7 days per week, without exception. Where the Government has equipment covered under both PPM and OPPM the maintenance repair time shall begin from the time of the first notification to the contractor by the Government that remedial maintenance is required and shall extend until the time that repairs are completed. The repair time will not include time during which the contractor is denied access to the equipment through no fault of the contractor. In cases where equipment is only covered for the PPM, the repair time shall begin from the first moment of covered time following notification (e.g., problems reported after 6:00 p.m., Monday through Friday excluding Government holidays, PPM service delivery will start 6:00 a.m. on the following business day).

Subtask 3 - Quality Control Tracking

a. Responsibilities of the Contractor

All services under this contract shall be performed by trained and technically experienced personnel providing the required service in accordance with accepted commercial practice without unreasonable delays or interference with Government functions. All Contractor maintenance personnel shall be OEM-certified prior to performing any maintenance activity that would otherwise void an OEM warranty. Use of trainee personnel for maintenance services on this contract shall not be allowed.

The Contractor is responsible for recommending changes in the type of maintenance service to improve both cost effectiveness and level of support provided to the Government. Any such recommendations will be forwarded to the COTR and will not be implemented unless they receive a written COTR approval.

b. Parts Quality

The Contractor shall maintain an inventory of software and spare and repair parts and all necessary tools and instruments, not separately priced, to properly and effectively maintain all equipment, including communications equipment for the life of the contract. The Contractor shall use only new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.

c. Parts Replacement

The Contractor shall provide parts that meet OEM specifications. If equipment cannot be repaired on site, a replacement unit of equal or superior performance must be provided until equipment repair and return is effected. The replacement equipment must possess the same level of functionality and interoperability as the original equipment. If a part is not new, it shall be identified as used or reconditioned and warranted as new. The Contractor shall update the AMIS database, as applicable, when any parts are replaced or swapped. Parts that have been replaced shall become the property of the Contractor with the exception of hard disks, which may or may not be returned to the Contractor. The Government may, at its discretion, elect to retain the replaced parts or direct their destruction, due to security reasons. In no case shall the Contractor use any replacement parts or repair methods or techniques that would result in the OEM refusing to honor their warranty or otherwise not support the equipment. No additional charge shall be made for replacement parts unless such parts are required due to the fault or negligence of the Government.

d. Protection of Information

The Contractor shall prevent loss of information such as on a hard disk during all maintenance activities by taking steps to protect and, at the Government's direction, restore, as necessary, any information residing in the equipment being maintained. The Contractor shall perform all maintenance and repair to data storage devices as may be required under the terms of this contract, using only those personnel who have been approved by the Government to work under this contract. Prior to removal of any storage device for repair or replacement, the Contractor shall make a reasonable effort to ensure that all user software has been backed up and shall electronically erase, beyond restoration, all data residing on the device. If the Contractor needs or chooses to return a piece of equipment to a depot or other contractor site for repair, all data shall be removed from the piece of equipment, which may include degaussing and/or removing the hard disk prior to removing the equipment from the site. The Contractor shall be responsible for notifying the COTR if a hard disk containing information has been

inadvertently shipped to a maintenance depot or contractor site.

e. Liability for Damage and Injury

The Contractor shall be liable for all damages to Government property arising from the use of equipment maintained by the Contractor when such injury or damage is due to the fault or negligence of the Contractor. The Contractor shall be responsible for all damages or injury to persons that occur as a result of the Contractor's fault or negligence. The Contractor shall take proper safety and health precautions to protect the work, the workers, the public, and the property of others. The Contractor shall also be responsible for all materials delivered and work performed until completion and acceptance by the Government.

f. Alterations to Government Property

The Contractor shall not make or cause to be made any alterations to Government-owned or controlled real property facilities, buildings, structures, components, systems, or utilities at any time during the course of the contract, either temporarily or permanently, without the express, written authorization of the Contracting Officer.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this Task Order is 1 October 2000 through 30 September 2001.

5. Place of Delivery or Performance

Work under this Task Order shall be performed at INS Headquarters' offices, the INS Theaters, and the various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), Administrative Support Centers, Designated Law Enforcement Agencies, and Sector Offices.

6. Deliverables

Refer to Attachment A - Task Order Deliverables and Distribution List

7. Security Requirements

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

8. Other Direct Costs

Authorization for the use of other directs costs, such as Travel, Training, and Overtime

shall be obtained in accordance with procedures contained in the Field Operations Support and Hardware Maintenance (FOS/HM) Site/Theater Manager's Manual, Version 4, dated December 1999 or a higher level version. The current version of the FOS/HM Site Manager's Manual will be updated semiannually and may be accessed through the INS Intranet at http://161.214.241.133/usersvcs/USB/FOS/FOS.html.

9. Special Requirements

Not applicable

Attachment A - Task Order Deliverables and Distribution List

Deliverable Number: 1
Title of Deliverable: Preventive Maintenance Plan and Schedule
Description: Describes preventive maintenance requirements by manufacturer, item description, model number, and establishes a schedule for each INS site for the FY
Contract Reference: F.4 and Task Order
Frequency: Annually
Date of Submission: 30th working day after the effective date of the task order
Number of Copies: 5
INS Distribution:

Contracting Officer
Contracting Officer's Technical Representative (2)
INS Project Manager
INS Task Manager

Deliverable Number: 2
Title of Deliverable: Maintenance Operations Report
Description: A report that provides statistics regarding the number of on-call and per-call maintenance calls received during the reporting period; average response times, and any notable variations from the standard on-call and per-call response time with an explanation of delays; preventive maintenance calls made during the reporting period; trends and frequencies in problems reported and any actions taken to address recurring problems; equipment serviced that did not appear in the Information Technology Tracking System (ITTS); current OEM product announcements related to manufacturing and servicing termination dates on ADP equipment maintained in ITTS.
Contract Reference: F.4 and Task Order
Frequency: Weekly
Date of Submission: 2nd workday of the week
Number of Copies: 4
INS Distribution:

Contracting Officer's Technical Representative (2)
INS Project Manager
INS Task Manager

Deliverable Number: 3
Title of Deliverable: Service Incident Report
Description: Report on service provided, to whom, equipment problem, resolution, etc.
Contract Reference: F.4
Frequency: Continuous
Date of Submission: As needed
Number of Copies: 3
INS Distribution:

Contracting Officer's Technical Representative
INS Project Manager
INS Task Manager

Attachment B - Maintenance Category Rules

Scenario	Maintenance Category A	Maintenance Category B	Rule
1	ADP equipment not included in ITTS under Maintenance Category A	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	ADP equipment repaired under Per-Call Authorization for 60 days from the entitlement database effective date or the first maintenance event, whichever comes first. After 60 days or the first maintenance event, whichever comes first, the equipment shall be maintained under "4-hour restore to service or NBD restore to service"
2	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	ADP equipment repaired under Per-Call Authorization for 60 days from the entitlement database effective date or the first maintenance event, whichever comes first. After 60 days or the first maintenance event, whichever comes first, the equipment shall be maintained under "4-hour restore to service or NBD restore to service"
3	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "On-Call" and was repaired under a Per-Call Authorization while in Maintenance Category A	Equipment maintained under "4 hour restore to service or NBD restore to service"

Attachment B - Maintenance Category Rules (continued)

Scenario	Maintenance Category A	Maintenance Category B	Rule
4	ADP equipment included in ITTS under Maintenance Category A as "On-Call"	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"
5	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"
6	ADP equipment included in ITTS under Maintenance Category A as "Warranty"	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	Equipment maintained under "4 hour restore to service or NBD restore to service"
7	ADP equipment not included in ITTS under Maintenance Category A	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"

Task Order 7 – Maintenance - Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS01-007

2. **Introduction**

a. Organizations Involved

(1) Service Provider: Wang Government Services Inc.

(2) POC Names: [redacted] b6

(a) Location: 1325 G Street
9th Floor, Suite 930
Washington, DC 20005

(b) Telephone Numbers: (202) 616-0018

(2) End User Organization:

(a) POC Names: Leslie Hope

(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (202)-353-7297

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of the Service Provider as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (WGSI)**

*3.1 **WGSI agrees it will:***

a) Provide three levels of hardware maintenance support.

- On-Call (full coverage)
  - 4 Hour PPM
  - 4 Hour OPPM
  - NBD PPM
- Per-Call (remedial maintenance)
- Depot Maintenance

As specified by the Government at Attachments A - F.

b) Provide maintenance support, to identified equipment, including technical troubleshooting, problem resolution, and component repair, in order to maintain and keep the equipment covered under FOS/HM in full operating condition.

c) Provide services in accordance with OEM practices and standards without unnecessary delay or interference with Government functions.

d) Provide four (4) hour return to service on critical equipment identified in Attachment A. Provide Next Business Day (NBD) return to service on all equipment identified in Attachment B. A LAN Server is defined as – A computer containing files available to all users connected to a local area network (LAN). In some LANs, a microcomputer is designated as the file server, while in others it is a computer with a large disk drive and specialized software. Some file servers offer other resources such as gateways and protocol conversion. Equipment such as the RS6000 and those items covered by other than personal computer-LAN server CLIN are not defined as a LAN server.

e) Provide repair and shipping of equipment requiring depot maintenance within 2 business days. The turn-around time for the completion of maintenance activities will be measured from the time the item arrives at the contractor's facility to the time the item is shipped to the Government.

f) Provide Principal Period of Maintenance (PPM) service, Monday through Friday 6 a.m. to 6 p.m. (local time), excluding holidays.

g) Provide Outside the Principal Period of Maintenance (OPPM); all times other than PPM.

h) Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.

i) Provide the Director, Customer Service updates on all task order activities conducted on a weekly basis.

j) Provide either 4 hour return to service (PPM only) maintenance service or 24 hours/day, 7 days/week (PPM and OPPM) maintenance service for the critical devices identified in Attachment A.

k) Provide Next Business Day (NBD) return t service on all equipment identified in Attachment B.

l) Provide Help Desk Telephone 24 hours a day, 7 days a week for maintenance requirements.

m) Maintain an inventory of spare parts, repair parts, and all necessary tools and instruments to properly and effectively maintain all equipment. Use new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.

n) Take appropriate preventive measures to prevent the loss of information, such as data stored on a hard disk, during all maintenance activities.

o) Take appropriate steps to protect and restore, as required, any information residing in the equipment being maintained.

p) Identify any used or reconditioned and warranted as new part to the Government prior to installation.

q) Ensure that a reasonable effort is made to back up user software prior to removing any storage device for repair or replacement.

r) Follow the requirements of the INS Computer Security Office at INS Headquarters.

s) Charge only one minimum labor and portal-to-portal charge for multiple repairs at the same location.

t) Send a pre-paid express-delivery box to the INS site, in which a Laptop/Notebook can be delivered to the nearest Service Provider maintenance depot. The express-delivery box will arrive no later than two days from the Help Desk Call.

u) Ship Laptops/Notebooks to service within 5 business days of receipt at the maintenance depot.

v) Provide a 90 day warranty on parts from the date of service.

w) Notify the Contracting Officer Technical Representative (COTR) and Theater Manager if a hard disk containing information has been inadvertently shipped to a maintenance depot or contractor site.

x) Provide an information mechanism to update FOS/HM personnel on current contract issues.

y) There will be no pre-inspection charges for any equipment located at the remaining seven (7) INS sites that have not yet provided inventory data.

Equipment will be added to the inventory as it is identified and subsequently maintained in accordance with the terms and conditions of this task order.

z) The parties agree that any equipment added to on-call maintenance which fails within the first sixty (60) days after inclusion in the inventory database will be repaired on a Per-Call basis for the first maintenance event.

aa) If during a maintenance call it is determined that equipment was identified in the wrong category (e.g. identified as a stand-alone PC when the device is actually a server), the Government agrees to fund the recurring incremental contract price difference for the incorrectly categorized device. Funding will be retroactive to the date the device was added to contract maintenance.

bb) OEM product announcements related to manufacturing and servicing termination dates on ADP equipment maintained in ITTS within 60 days of the OEM announcement.

3.2 Performance Incentives

The table below provides the performance incentives for the Maintenance SLA. All performance incentives cannot exceed +/-2%.

Maintenance - Performance Incentives						
Element	**Requirement**	**Standard**	**Measure-ment Interval**	**Source**	**Performance Factor**	**Calculations**
On-call maintenance response time	Restore service within 4 hours, for critical equipment identified in Attachment A , 90 days after completion of their inventory Next Business Day (NBD) restore to service for equipment identified in Attach B, 90 days after completion of the validated inventory	98% of out of service equipment identified in Attach A, restored to service within 4 hours from notification 98% of out of service equipment identified in Attach B, restored to service by close of the next business day	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ of total monthly price equipment covered by the standard on-call maintenance support @ +/-1% variance*	Performance = Actual time to restore equipment to service
Depot Maintenance	Repair and ship equipment within 2 business days and 5 business days for laptops	98% of equipment repaired and shipped within 2 business days or 5 business days for laptops	Quarterly	Trouble tracking system, user feedback, on-site inspection	-1% @ total monthly price for depot maintenance support @ +/-1% variance	Performance = Actual time to repair and return equipment

3.2.1 Contractor Payment

a. Contractor Payment For performance of service that meets the standard, the

contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

e. Performance incentives will not exceed 2% of the related maintenance.

3.2.2 Example of Determination of Reduction

a. Assume an annual on-call maintenance rate of $6,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $1,500,000 ($6,000,000/4).
d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
e. Assume that the contractor only achieved a 95% four (4) hour on-call maintenance return to service response time.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $1,500,000
Number of on-call maintenance requests: 100
Number of on-call maintenance items restored to service within 4 hours: 95
On-call maintenance restored to service within 4 hours: 95%
Incentive based on +/- 1% variance, the maximum amount allowed to be deducted is 2%

Variance: 3%
Total Reduction for the Quarterly Period: **$30,000** ($1,500,000 times .02 variance)

3.2.3 Example of Determination of Performance Credit

a. Assume an annual on-call maintenance rate of $6,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $1,500,000 ($6,000,000/4).
d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
e. Assume that the contractor achieved a 100% four (4) hour on-call maintenance return to service response time.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

h. The total estimated credit for exceptional performance is:

Number of on-call maintenance requests: 100
Number of on-call maintenance items restored to service within 4 hours: 100
On-call maintenance restored to service within 4 hours: 100%
Incentive based on +/- 1% variance
Variance: 2%
Total Performance Credit for the Quarterly Period: **$30,000** ($1,500,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

a) Act as the central point for receiving and providing hardware and software maintenance information.

b) Describe the process used to ensure end-users know the procedures to obtain hardware maintenance services.

c) Provide all known inventory data to allow for a through analysis of contract baseline equipment counts by location.

d) Provide timely property tag coordination and approval to remove property or parts and material from site.

e) Ensure the list of equipment covered for both preventive and remedial

maintenance is included in the Information Technology Tracking System (ITTS).

f) Provide WGSI access to the equipment maintained by the contract.

g) Track all equipment maintained by separate agreements with the Original Equipment Manufacturer (OEM) or a 3rd party.

h) Pay shipping charges to the Depot.

i) Authorize equipment not covered in FOS/HM Contract for repair. The Government will provide advance notification for any Per-Call maintenance activity.

j) The Government will provide space at each location adequate to store spare parts and at each of the locations a secure office space. This office should be 10 x 10, with telephone access and LAN connection where the Service Provider has dedicated CREs. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.

k) Remedy software licenses to support 6 fixed/floating users.

l) INS will coordinate with the Service Provider to ensure connectivity of the DS1 telecommunications line between 425 I Street (INS) and the WGSI facility.

m) Pay all shipping and handling cost for Laptops/Notebooks.

5. Conclusion

a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 45 calendar days after approval by both parties.

c) The terms of this SLA are effective upon acceptance.

Service level and procedures herein have been agreed to by parties represented by the undersigned.

_____

Immigration & Naturalization Service Contracting Officer

_____

Immigration & Naturalization Service COTR

_____

Immigration & Naturalization Service Task Manager

_____

Service Provider Representative Signature

Attachments:

A: Equipment Maintained on "On-Call 4 hour Restore to Service" Basis

B: Equipment Maintained on "On-Call - Next Business Day" Basis

C: Equipment Maintained on "Per-Call" Basis

D: Equipment Maintained on "Depot" Basis

E: Items Maintained Through Separate Agreement with OEM/3rd Party

F: Equipment Not Covered by FOS/HM Contract

Attachment A:

Equipment Maintained On "On-Call - 4 Hour Restore to Service" Basis

Personal Computers - Pentium (Mission Critical)

Attachment B:

Equipment Maintained On "On-Call - Next Business Day" Basis

Bar Code Readers and Scanners
Bar Code Printers
Personal Computers - 486 SX/DX
Personal Computers - Pentium (Non-Mission Critical)
Personal Computers – Macintosh
Personal Computers – LAN Servers (Non-Mission Critical)
Personal Computers - LAN Servers (Mission Critical)
Printers – Laser
Printers – Line
Printers – Letter Quality
Scanners – Fingerprint

Attachment C:

Equipment Maintained On "Per-Call" Basis

Communication Devices

Intelligent LAN Hub - Small

Intelligent LAN Hub - Large

Dumb LAN Hub

Terminals

CNT Channel Extenders, Model 5320-PTP

3420 Tape Drive

3803 Tape Drive Controller

A22 Magnetic Tape Subsystem

B22 Tape Drive Tape Unit

HP-9000

Mini Computer - Sequent S30

Mini Computer - HP E Series

Mini Computer - IBM System 36

Mini Computer - HP K-200 Series

Paper Handling Devices – Bursters/Decollater

Plotters

Remote Communication Controllers Units

Hand Geometry Scanner

IBM 3174 - 1R Multiplexor

IBM 3274 - 41C Controllers

Floppy Disk Drive - External

Hard Disk Drive - External

Hard Disk Drive Array - External

CD-ROM/WORM - Single External

CD-ROM/WORM - Multiple External

Tape Backup Unit - External

Sun Sparc 2

Scanners - Flatbed

Scanners - Handheld

Q-Matic CMIS-Number Boards

Attachment D:

Equipment Maintained On "Depot" Basis

Personal Computers - Portable

All Equipment Located at INS OCONUS Locations

Attachment E:

Items Maintained Through Separate Agreement

With OEM/3rd Party

Cisco Routers

Attachment F:

Equipment Not Covered in FOS/HM Contract

With proper authorization by INS, the following units can be repaired under "Per-Call"

Computers with 386-class or lower CPUs

Older Equipment e.g., dot matrix printers, bubble jet printers

IDP and DGI Laptops

Mini Computer – Data General MV5500

Mini Computer – Data General MV5600

Mini Computer – Netframe 250

Mini Computer – Netframe 450

Mini Computer – Netframe 8500

Modems

Xerox 4090X Printing System

IBM 3160 Printing System

Microtek Scanmaker E3 Series - Desktop Scanner (obsolete)

Diversified Technologies, Model 910 Servers (obsolete)

Canon 360 PS, Color Laser Printers (obsolete)

ETC Sequencers (Obsolete)

Hewlett Packard, Model Laserjet III or earlier models (Obsolete)

Hardware Maintenance

CLIN & Description	Rate/Hr	10/1/00 - 9/30/01 FTEs	Hours	Cost	Total FY 2000
00-3302 - Technical Manager	58.05	1	1,904	$ 110,530	$ 110,530
00-3314 - Senior Computer Specialist	55.95	5	1,904	$ 532,655	$ 532,655
00-3318 - Senior Logistics Specialist	42.47	1	1,904	$ 80,865	$ 80,865
Total Straight Time		7	5,712	$ 724,049	$ 724,049
00-3302AA - Technical Manager	58.05	1	86	$ 5,016	$ 5,016
00-3314AA - Senior Computer Specialist	55.95	5	86	$ 24,170	$ 24,170
00-3318AA - Senior Logistics Specialist	42.47	1	86	$ 3,669	$ 3,669
Total Overtime		7	259	$ 32,855	$ 32,855
00-XXXX - Fixed Recurring - See Attachment A			n/a	$ 3,452,383	$ 3,452,383
00-XXXX - SLA			n/a	$ 69,048	$ 69,048
00-1600 - Per Call/Depot [redacted]			n/a	$ 1,500,000	$ 1,500,000
00-4302 - Travel [redacted]				$ 56,700	$ 56,700
Cell Phones				$ 2,478	$ 2,478
Cisco				$ 482,558	$ 482,558
FedEx				$ 2,400	$ 2,400
Parking				$ 339	$ 339
Supplies				$ 1,304	$ 1,304
T1 Line				$ 8,851	$ 8,851
00-4300 Total ODCs [redacted]				$ 497,931	$ 497,931
Total Estimate to Complete				$ 6,332,966	$ 6,332,966

receipt at the depot. WGSI will pay all shipping and handling costs associated with providing this service on laptops. IDP laptops are excluded from the 5 day return to service.

Wang will commence all time and material provided services after receiving written approval from the Director,EUC/INS or her designated representative.

All equipment for which Help Desk tickets have been opened prior to 1 March 1998 will remain the responsibility of GTE or if directed in writing by the Director, EUC or her designee will be handled on a Time and Material basis by WGSI. On 2 March 1998 WGSI will provide to the Director, EUC a list of all open tickets as of 28 February 1998.

Task 3 - Types of Maintenance

The WGSI Team will provide two on-site distinct levels of maintenance to ensure reliable, affordable support to all INS offices, whether they are in remote locations or major metropolitan areas as follows:

- ***On Call Maintenance*** is offered during the PPM and the OPPM as ordered. A single monthly rate includes travel, transportation, parts and labor required to perform remedial and preventive maintenance. The on-call maintenance strategy includes a mixture of dedicated onsite Customer Resource Engineers (CREs) (where INS concentrations require) and local CREs dispatched to support smaller INS sites from nearby WGSI locations. A combination of onsite stocking and overnight shipment of spares will be used to ensure parts availability. Through this approach, WGSI will meet the requirement to return devices and systems to service within four hours of notification. This level of service is most cost effective when used to service large concentrations of end users and equipment.

    - ***PPM*** will provide a next business day return to service between the hours of 6:00 AM to 6:00PM local time. This represents the majority of equipment to be serviced.
    - ***7 x 24 or PPM and OPPM*** will be provided to specified equipment and a 4 hour return to service will be supplied. This will be applied to critical systems as identified by the INS.

OCONUS locations will be supported under this interim agreement through our depot maintenance. The fixed price will cover exchange of equipment that is shipped back to our depot facility in Tewksbury, MA. Calls will still be received through the WGSI help desk located in Washington, DC. Equipment that is in need of repair will be reported to the help desk and initial triage will be determined by the Tier 2, Help Desk analyst, a part will be shipped to the OCONUS location. Upon receipt the user, if necessary, may call back to the help desk for assistance install the equipment. Once installed and tested the failed equipment should be returned to Tewksbury, MA in the same package the replacement was shipped in. This Task Order is an interim approach pending the completion of Task Order 6. INS will be responsible for all duties, taxes and other costs associated with OCONUS shipping.

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00
1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP E Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	3,495	18,427.39
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46		0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	20,412	83,587.14
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00
1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,405	67,359.92
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,270	40,964.13
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	7	186.61
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1373	Printers - Letter Quality Printers - NBD PPM	5.33	41	218.45
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00
1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	506	18,967.41
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00
1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	40,486	265,794.40

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1010	Bar Code Readers and Scanners	0.00	0	0.00
1011	Bar Code Readers and Scanners - PPM	4.44	0	0.00
1012	Bar Code Readers and Scanners - OPPM	4.44	0	0.00
1013	Bar Code Readers and Scanners - NBD PPM	4.00	4,764	19,036.94
1020	Bar Code Printers	0.00	0	0.00
1021	Bar Code Printers - PPM	34.24	0	0.00
1022	Bar Code Printers - OPPM	34.24	0	0.00
1023	Bar Code Printers - NBD PPM	30.82	541	16,671.46
1030	Communication Devices	0.00	0	0.00
1031	Communication Devices - PPM	10.18	0	0.00
1032	Communication Devices - OPPM	10.18	0	0.00
1033	Communication Devices - NBD PPM	9.16	0	0.00
1040	Intelligent LAN Hub - Small	0.00	0	0.00
1041	Intelligent LAN Hub - Small - PPM	19.44	0	0.00
1042	Intelligent LAN Hub - Small - OPPM	19.44	0	0.00
1043	Intelligent LAN Hub - Small - NBD PPM	17.50	0	0.00
1050	Intelligent LAN Hub - Large	0.00	0	0.00
1051	Intelligent LAN Hub - Large - PPM	837.58	0	0.00
1052	Intelligent LAN Hub - Large - OPPM	837.58	0	0.00
1053	Intelligent LAN Hub - Large - NBD PPM	753.82	0	0.00
1060	Dumb LAN Hub	0.00	0	0.00
1061	Dumb LAN Hub - PPM	5.74	0	0.00
1062	Dumb LAN Hub - OPPM	5.74	0	0.00
1063	Dumb LAN Hub - NBD PPM	5.17	0	0.00
1070	Terminals	0.00	0	0.00
1071	Terminals - PPM	3.98	0	0.00
1072	Terminals - OPPM	3.98	0	0.00
1073	Terminals - NBD PPM	3.58	0	0.00
1080	CNT Channel Extenders, Model 5320-PTP	0.00	0	0.00
1081	CNT Channel Extenders, Model 5320-PTP - PPM	310.97	0	0.00
1082	CNT Channel Extenders, Model 5320-PTP - OPPM	310.97	0	0.00
1083	CNT Channel Extenders, Model 5320-PTP - NBD PPM	279.87	0	0.00
1090	3420 Tape Drive	0.00	0	0.00
1091	3420 Tape Drive - PPM	201.76	0	0.00
1092	3420 Tape Drive - OPPM	201.76	0	0.00
1093	3420 Tape Drive - NBD PPM	181.58	0	0.00
1100	3803 Tape Drive Controller	0.00	0	0.00
1101	3803 Tape Drive Controller - PPM	169.37	0	0.00
1102	3803 Tape Drive Controller - OPPM	169.37	0	0.00
1103	3803 Tape Drive Controller - NBD PPM	152.43	0	0.00
1110	3480-A22 Magnetic Tape Subsystem	0.00	0	0.00
1111	3480-A22 Magnetic Tape Subsystem - PPM	415.55	0	0.00
1112	3480-A22 Magnetic Tape Subsystem - OPPM	415.55	0	0.00
1113	3480-A22 Magnetic Tape Subsystem - NBD PPM	374.00	0	0.00
1120	3480-B22 Magnetic Tape Unit	0.00	0	0.00
1121	3480-B22 Magnetic Tape Unit - PPM	171.22	0	0.00
1122	3480-B22 Magnetic Tape Unit - OPPM	171.22	0	0.00
1123	3480-B22 Magnetic Tape Unit - NBD PPM	154.10	0	0.00
1130	Pyramid Model XXX	0.00	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00
1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP E Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	3,495	18,427.39
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46		0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	20,412	83,587.14
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00
1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,405	67,359.92
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,270	40,964.13
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	7	186.61
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1373	Printers - Letter Quality Printers - NBD PPM	5.33	41	218.45
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00
1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	506	18,967.41
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00
1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	40,486	265,794.40

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER	2. CONTRACT NO. (if any)
10/01/98	COW-7-C-0013
3. ORDER NO.	**4. REQUISITION/REFERENCE NO.**
COW-9-P-0082	SID-9-00028

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. TO: Attn: [redacted] (b)(6)

a. NAME OF CONTRACTOR
WANG GOVERNMENT SERVICES, INC

b. COMPANY NAME
7900 WESTPARK DRIVE

c. STREET ADDRESS
SUITE 1105

MCLEAN | e. STATE VA | f. ZIP CODE 22102-4299

7. SHIP TO:

a. NAME OF CONSIGNEE
U.S. IMMIG. & NATZ. SERVICE

b. STREET ADDRESS
RECEIVING UNIT, ROOM LL-264
425 I STREET NW

c. CITY WASHINGTON D | **d. STATE** DC | **e. ZIP CODE** 20536

f. SHIP VIA

8. TYPE OF ORDER

☐ a. PURCHASE
REFERENCE YOUR:

☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/91SD.321S.14S.00

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

*12. F.O.B. POINT	13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	*16. DISCOUNT TERMS
Destination	a. INSPECTION Destination	b. ACCEPTANCE Destination		12/30/98	Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (F)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This Order is for Task number 15, FOS Headquarters Support, of contract COW-7-C-0013 for FY99. This task is described and the pricing for it is contained in Attachment 1 hereto. The total estimated price for this task is $2,986,575.85.					
1	Task 15, HQ FOS	1	LO	$430680.00	$430680.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)
			$0.00

21. MAIL INVOICE TO:

SEE BILLING INSTRUCTIONS ON REVERSE

a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH

b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034

c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

$430680.00 — 17(i). GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature)

23. NAME (Typed)
Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 8/95)
Prescribed by GSA: FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order. "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ **inspected,** ☐ **accepted,** ☐ **received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.**

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 15 – FOS HEADQUARTERS SUPPORT

Contract Number/Task Order Number: COW-7-C-0013/FOS99-015

Date of Order: 09/08/98
Date of Response: 10/7/98 (Amended October 29, 1998)

PART I. TASK ORDER

3. Requirements

FOS Headquarters Support (Contract Section C.3) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order. WGSI will address all requirements outlined in INS' Task Order 3, except as noted, in the Task 3 and 15 proposals. This allows WGSI to separately address how the INS EUC and FOS Headquarters requirements will be met.

The User Services Branch (Help Desk Support) and End User Computing Branch (EUC support) provides a centralized Help Desk that supports three levels of problem analysis and resolution throughout the INS. Once the Help Desk support determines that it is unable to resolve a trouble call and has opened the trouble ticket for tracing, the call is escalated to EUC support for resolution. EUC support may include either (a) offering solutions by telephone, in person, or (b) referring the problem to the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier application specific problem resolution staff.

FOS Headquarters Support staff are responsible for providing desktop support; LAN/Server administration and maintenance for the consolidated servers within HQ; and coordination with the Systems Integration Division (SID) organizational element responsible for HQ cable plant support/administration. See Attachment 1 for the list of servers maintained by the EUC.

The WGSI technicians supporting this Task will work closely with the technicians providing support under Task 3, End User Computing. Technicians assigned to both Tasks will work on joint teams and assignments may cross task lines. WGSI will ensure that the integration of Tasks 3 and 15 is seamless to INS. The WGSI Task 3 Project Manager has overall responsibility for managing both Tasks. The Task 3 Technical Manager has responsibility for managing functions directly related to day-to-day EUC Headquarters support operations.

WGSI will recommend proposed Team Leads to INS for review and approval. INS' failure to accept a candidate will be based on the individual's failure to meet the position

Use or disclosure of proposal data is
subject to the restriction on the title page

qualifications. All individuals currently in a Team Lead position are not subject to this review process.

Specific requirements are:

- WGSI will respond to all Remedy tickets escalated from the Help Desk and will be responsible for all assigned tickets from receipt through closure. This includes resolution and documentation. This is in support of Headquarters hardware and software, installing Internet/Intranet software and providing on-site support to the designated Washington, D.C. area offices housing HQ personnel. Attachment 1 defines the software to be supported.

- WGSI will provide coordination and support for LAN/Desktop related tasks for INS Headquarters moves.

- WGSI will manage any user request that involves five or more desktops as a project. Project management will include maintaining schedules, site surveys, user planning, post-change evaluation, inventory update information and change management review.

- WGSI will provide consolidated network administration and support which includes developing and updating policies, procedures, and other documentation; the administration, maintenance, backup and support of file servers; and cable plant coordination within Headquarters. See Attachment 2 for the list of File Servers maintained by the EUC.

- WGSI will assist INS Headquarters ADP Administrators with support of their designated server/LAN environments. This support includes assisting with troubleshooting server/LAN/desktop issues and operating system upgrades.

- WGSI will provide CLAIMS and RAFACS application support to the Administrative Appeals Office. This support includes the daily CLAIMS and RAFACS uploads/downloads. In addition, WGSI will work with the applications groups to resolve associated problems.

- WGSI will assist users via the telephone and at local user workstations. WGSI will provide courteous service and provide users with periodic updates.

- WGSI will establish a Triage Unit responsible for contacting all customers opening a ticket within 1 hour of ticket referral to the EUC.

- WGSI will provide onsite support to INS FOS field sites if specialized LAN/Server or Desktop skills are required.

Use or disclosure of proposal data is
subject to the restriction on the title page

PROPOSED STAFFING: 5 Senior Systems Analysts, 5 Systems Analysts, 5 Senior Computer Specialists, 8 Mid-level Computer Specialists, 4 Jr. Computer Specialists, and 4 Certified Network Engineers. Total of 31 positions. See Attachment 3.

The above does not include the Off Site dedicated resources. These resources include: 1 Telecommunications Specialist/LAN Manager, 2 Systems/Network Administrators 1 Mid-Level Computer Specialist and 1 Systems Analyst. Total 5 positions.

Total Staffing Proposed is 36 positions. See Attachment 3.

STAFFING JUSTIFICATION: WGSI proposes:

4 Certified Network Engineers, 2 Senior Systems Analysts, and 2 Senior Computer Specialists in support and management of HQ/DC area **LAN/Server Administration** functions.

3 Senior Systems Analysts, 5 Systems Analysts, 3 Senior Computer Specialists, 8 Mid-Level Computer Specialists and 4 Jr. Computer Specialist who respond to the majority of Remedy Tickets, provide **Desktop Support** and problem resolution for hardware, software and LAN connectivity.

1st St - CNN Building – As Needed
Telephone Support Center - Chantilly Va. - As Needed
General Appellate Office - 1 day per week (Systems/Network Administrator) and As Needed
Forensics Document Laboratory – 3 days per week (Systems/Network Administrator)

The following staff are dedicated full time in support of the below listed areas:
ULLICO - 1 Telecommunications Specialist/LAN Manager, 1 Systems/Network Administrator, 1 Mid-Level Computer Specialist and 1 Systems Analyst

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

On-site hours of support are 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

Use or disclosure of proposal data is
subject to the restriction on the title page

5. Place of Delivery or Performance

WGSI agrees to the places of performance stated below.

- CAB Building
- ULLICO
- Tech World
- 1st St - CNN Building
- Forensics Document Laboratory - Tysons
- Telephone Support Center - Chantilly
- General Appellate Office
- Contracts and Procurement Branch
- Other Field Sites (FAT)

INS may identify additional sites. Any staffing and/or associated costs incurred will be negotiated as required.

6. Deliverables

WGSI will provide the INS a Weekly Status Report, Monthly Report and Quarterly Report as outlined in Task 3. Information relating to Task 15 will be incorporated into the Task 3, End User Computing, deliverables.

7. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is
subject to the restriction on the title page

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-015

2. **Introduction**

a. Organizations Involved

(1) Service Provider: Wang Government Services, Inc. (WGSI)

(a) POC Name: [redacted] Project Manager, INS EUC (b)(6)
(b) Location: Immigration and Naturalization Service
Chester Arthur Building
425 I Street, NW
5th Floor, Suite 5050
Washington, DC 20536
(c) Telephone Number: (202)305-2377
Fax: (202)353-0256

(2) End User Organization:

(a) POC Name: Usha Keene, Director, EUCB
(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001
(c) Telephone Number: (202)514-7990

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (Contractor)**

3.1 ***WGSI agrees it will provide per direction of End User Computing Point of Contact or Designee:***

a) Provide FOS Headquarters on-site support from 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays. Duty Pagers in support of the LAN/Server Administration responsibilities will be rotated among team members on a 24x7, 365 days basis.

b) Resolve calls escalated from the Help Desk and direct calls from receipt to closure of the trouble call.

Use or disclosure of proposal data is
subject to the restriction on the title page

c) Support Headquarters hardware and software installations at INS POC identified sites.

d) Support internet/intranet software installations.

e) Provide on-site support to other offices housing HQ personnel.

f) Support development of network administration policy, procedures and documentation.

g) Track INS licensed software duplication and distribution within Headquarters.

h) Provide electronic copies of every document developed (e.g., analyses, reports, and recommendations) and post electronic copies on the EUC server.

i) Support Headquarters' equipment and software installations and de-installations.

j) Provide consolidated network administration management and support to the INS.

k) Administer, maintain, support, and backup file servers as identified in Attachment B.

l) Provide cable plant coordination support within Headquarters.

m) Submit proposed administrative, management, and installation integration procedures for INS point of contact approval prior to implementation.

n) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table. Time frames for each classification code start when the ticket is opened. The EUC Triage unit will call back the user within 1 hour from receipt of the call in the EUC.

Use or disclosure of proposal data is
subject to the restriction on the title page

(b)(4)

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
1	Urgent	Major system or network out of service, mission critical system not available or slow to respond	• Server Outage • Major loss of mission critical service(s)	[redacted]	[redacted]	Requires immediate notification escalation. A "Red Alert" condition requiring continuous focus of management and support team until resolved or reclassified to Classification Code 2. Help Desk will notify (no voice mail or E-mail) the EUC Team Leader or Technical Manager.
2	Urgent	Tickets pertaining to "Hot List" users	• Default classification for "Hot List" users • Tickets pertaining to members of the Executive Staff	[redacted]	[redacted]	Help Desk will notify (no voice or E-mail) the EUC Team Leader or Technical Manager about tickets pertaining to "Hot List" users.
3	High	User or group of users out of service (mission-critical systems not affected)	• Major loss of service affecting multiple individuals or organizations. • Application and system access problems (logon issues) • Single workstation outage • Virus Identification and Eradication	[redacted]	[redacted]	Problem resolution follows normal defined process for high priority problems.

Use or disclosure of proposal data is
subject to the restriction on the title page

(b)(4)

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
4	Medium	User or group of users able to process non-critical applications but at a significant inconvenience	• Printing problems impacting multiple users • E-mail access issues	[redacted]	[redacted]	
5	Low	User can continue to process with reasonable work-around constraints	• Capability within a system or application is not working properly • Create a new account • Request to change account • Workaround is available (e.g., user's default printer is down but an alternative printer is available) • Hardware upgrades to functioning workstation (e.g., memory or software)	[redacted]	[redacted]	

Use or disclosure of proposal data is
subject to the restriction on the title page

(b)(4)

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
6	Low	Problem does not affect processing	• Questions about standard applications (e.g., MS Office suite, cc:Mail, Word Perfect) • Password resets • Assistance stepping through a procedure • Request for general IT information (e.g., memory upgrades, Internet access) • Resolution can be handled by Help Desk			Help Desk will handle majority of Classification Code 5 tickets. Help Desk staff will escalate password reset tickets to EUC Desktop Support for servers they cannot access.
7	Low	Project involving 5 or more users and exception problems	• A problem for which a technical fix is pending or a request for service not related to a problem • An effort for which a project plan needs to be developed • A move/add/ change affecting 5 or more users (e.g., software installations)			Open tickets may be reclassified to Classification Code 6 if they are associated with a pending technical fix (i.e., parent-child relationship in Remedy). All such reclassifications require the approval of the appropriate Team Leader or the EUC Technical Manager

Use or disclosure of proposal data is
subject to the restriction on the title page

(b)(4)

o) Determine the nature of the problem and escalate problems beyond the EUC capabilities to third-tier technical support located in the Data Systems Division (DSD). The guidelines for problems that need to be escalated are depicted in the following table.

Customer Escalation Levels for Critical and High Escalation Levels		
Escalation Level	Problem Time	To Whom
1		EUCB Team Leader WGSI Technical Manager
2		End User Organization Manager WGSI Deputy Program Manager
3		WGSI Program Manager

p) Provide courteous service.

q) Resolve of FOS Headquarters calls (Classification Codes 1-6) and close trouble tickets within .

r) Provide users with periodic updates.

s) Perform periodic surveys to monitor customer satisfaction and provide copies to the End User Organization Manager.

t) Maintain statistics regarding the number of Remedy tickets and calls opened and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one month.

Use or disclosure of proposal data is
subject to the restriction on the title page

3.2 *Performance Incentives*

The Performance Incentives outlined in Section 3.2 of Task 3 also apply to this task. Any monetary reduction or credit will be applied jointly across the two Tasks.

5. Responsibilities of the End-User Organization

The end-user organization agrees it will:

a) Provide REMEDY software for use by the service provider.

b) Provide infrastructure support, including workspace, desks, telephones, personal computer (PCs), copiers, etc.

c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.

d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.

e) Describe the minimum information required to identify the end-user (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)

f) Report all faults noticed by customers via the Help Desk.

g) Provide WGSI with a description of the problem and potential mission impact.

h) INS will ensure they obtain proper software licenses.

Use or disclosure of proposal data is
subject to the restriction on the title page

6. Conclusion

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semiannually.

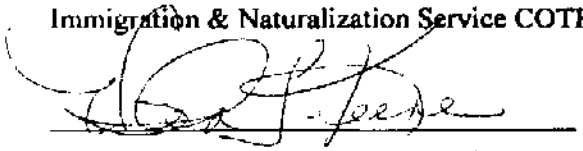
b. Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c. The terms of this SLA are effective November 1, 1998.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Computer Branch

[redacted]

Service Provider Representative Signature (b)(6)

[redacted]

Service Provider Representative Signature

Attachments:

Attachment 1 – Current Applications Supported by EUC

Attachment 2 – Current Servers Maintained by EUC

Attachment 3 – Proposed Minimum Staffing Table

Use or disclosure of proposal data is
subject to the restriction on the title page

Attachment 1 – Current Applications Supported by EUC

1. A2B
2. EICON ACCESS for Windows
3. ARCSERVE
4. cc:Mail 6/8
5. cc:Mobile
6. COHO/Resumix
7. DOJ Internet
8. DOS 6.2
9. Erols (all versions)
10. INSERTS
11. Internet Explorer (all versions)
12. McAfee (Windows 3.1 and Windows 95)
13. MS Exchange/Outlook
14. MS Office 4.31/95/97
15. MsProject
16. Netscape (all versions)
17. PCANYWHERE
18. PCPlus
19. REMEDY
20. SIMPC
21. TCP/IP
22. Travel Manager
23. Westlaw
24. WIN2NCS
25. Windows 3.1
26. Windows 95/98/NT
27. WP5.1
28. WP6.0
29. WP6.1

*As the number of applications increases, it may become necessary to reevaluate staffing levels.

Use or disclosure of proposal data is
subject to the restriction on the title page

Attachment 2 – Current Servers Maintained by EUC

1. COMGB
2. FDLIRMGFS01
3. HQCAP
4. HQINV-A
5. HQOM_FS1
6. HQOM_FS2
7. HQW_HRA_FS01
8. HQWCCMGFS02
9. HQWCCMLAB01
10. HQWCOUGFS01
11. HQWEEOGFS01
12. HQWEUCGFS01
13. HQWEUCLAB01
14. HQWEXMGFS01
15. HQWEUCNWC01
16. HQWHRDGFS01
17. HQWINVGFS01
18. HQWIRMAPS01
19. HQWIRMAPS02
20. HQWIRMBCK01
21. HQWIRMBCK02
22. HQWIRMBCK03
23. HQWIRMCCM01
24. HQWIRMCCM02
25. HQWIRMCCM03
26. HQWIRMCCM06
27. HQWIRMCCM07
28. HQWIRMECN01
29. HQWIRMECN02
30. HQWIRMECN03
31. HQWIRMFAX01
32. HQWIRMGFS01
33. HQWIRMGFS02
34. HQWIRMGFS03
35. HQWIRMGFS04
36. HQWIRMGFS05
37. HQWIRMGFS06
38. HQWIRMGFS07
39. HQWIRMGPS01
40. HQWIRMGPS02
41. HQWMAILFS1
42. HQWMAXGFS01
43. HQWOIAGFS01

Use or disclosure of proposal data is
subject to the restriction on the title page

44. HQWSARP01
45. HQWSAVGFS01
46. HQWSECGFS01
47. HQWSIDGDB01
48. HQWSIDGFS01
49. HQWSIDSFS01
50. HQWSIDSFS02
51. HQWSIDSFS03
52. HQWSTFGFS01
53. HQWTCMGFS01
54. ULLFFMGFS01
55. WAOIRMGFS01
56. WNIDOJGFS01
57. WUPIRMGFS01

*As the number of servers increase, it may become necessary to reevaluate staffing levels.

Use or disclosure of proposal data is
subject to the restriction on the title page

	Mid-Level Computer Specialist (8)	Mid-Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.

Attachment 3 - Proposed Minimum Staffing Table

(Based on User Requirements, Servers and Applications currently supported)

Group Name (resources)	LOE Estimated No.	Group Work Definition
LAN/Server Administration	CNE (4)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineers who manage, administer, install, move and support all of the LAN equipment. Responsible for monitoring/forecasting network capacity.
	Senior Systems Analyst (2)	Senior Level analysts to perform agency wide support, upgrades, and troubleshooting of systems and servers. May be required to travel to client sites. Work closely with Computer Specialists and respond to Remedy Tickets.
	Senior Computer Specialist (2)	Perform, support, and troubleshoot backups. Respond to Remedy tickets. Responsible for LAN to WAN connections.
Desktop Support	Senior Systems Analyst (3) Systems Analyst (5)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level staff who support the COTS Desktop Applications referenced in the FOS/HM Task. Provides technical guidance to Computer Specialists and responds to Remedy tickets.
	Senior Computer Specialist (3)	Sr. Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.
	Mid-Level Computer Specialist (8)	Mid-Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.

Use or disclosure of proposal data is
subject to the restriction on the title page

Group Name (resources)	LOE Estimated No.	Group Work Definition
	Jr. Computer Specialist (4)	Jr. Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets. May assist with preparing Hardware for roll-out or excess to Inventory.
Off-Site Support		The following resources are dedicated full time to the specified locations
	Systems/Network Administrator (1)	Forensics Document Laboratory – Dedicated 3 days a week General Appellate Office – Dedicated 1 day a week
	Telecommunications Specialist/LAN Manager (1) Systems/Network Administration (1) Mid-Level Computer Specialist (1) Systems Analyst (1)	ULLICO – Dedicated

Use or disclosure of proposal data is
subject to the restriction on the title page

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98
2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0085
4. REQUISITION/REFERENCE NO.: SID-9-00025
5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D
d. STATE: DC
e. ZIP CODE: 20536
f. SHIP VIA:

7. TO: Attn: (b)(6)
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN
e. STATE: VA
f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE
REFERENCE YOUR:
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/91SD.321S.84S.00

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT: Destination
13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination
14. GOVERNMENT B/L NO.:
15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 12/31/98
16. DISCOUNT TERMS: Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for task 12, Voice Communications Programs, under contract COW-7-C-0013 for FY99. This task is described and the pricing information is contained in attachment 1 hereto. the total estimated price of this order is $172,200.73					
1	D302 ADP SUPPORT SERVICES	1	LO	$15328.00	$15328.00	

18. SHIPPING POINT
19. GROSS SHIPPING WEIGHT
20. INVOICE NO.
17(h) TOT. (Cont. pages): $0.00
17. (i) GRAND TOTAL: $15328.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON
d. STATE: DC
e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

22. UNITED STATES OF AMERICA
BY (Signature): Robert N Beaty
23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ **inspected,** ☐ **accepted,** ☐ **received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.**

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
	FINAL				
TOTAL CONTAINERS	GROSS WEIGHT		RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 12 – Voice Communications Programs

Contract Number/Task Order Number: COW-7-C-0013/FOS99-012

Date of Order: 8/21/98 (revised 9/8/98)
Date of Response: 10/7/98 (Amended October 26, 1998)

PART I. TASK ORDER

1. Requirements and Deliverables

Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in this task order. Support will be provided for the ongoing INS voice communications program management and for telecommunication-related analytical and engineering activities. WGSI support is detailed in the following paragraphs.

Program Management Support. WGSI will provide support for the ongoing INS voice communications program.

- WGSI will assist the INS program manager with the identification and costing of voice communications equipment, lines, and features required for, but not limited to, office expansions, office relocations, and system enhancements. WGSI will assist INS staff with the corresponding processing of approvals and placement of orders in accordance with INS policies and procedures.

- WGSI will maintain and update data residing in the existing INS databases used to track voice communications-related inventory of, but not limited to, long distance calling cards, pagers, and credit cards. WGSI will provide reports from these databases as requested by and required to support the INS program manager. WGSI acknowledges that these reports are already programmed in the existing INS databases.

- WGSI will provide weekly, monthly, and quarterly status reports on voice communications-related orders that have been written during the corresponding period.

- WGSI will maintain and update data residing in the INS service-wide telephone directory data file. WGSI will produce a publication-quality report (e.g., camera-ready copy) from the directory data file as required to support the twice-yearly publication of the service-wide telephone directory. WGSI acknowledges that the actual publication and distribution of the service-wide directory is beyond the scope of this task order. WGSI will work with the INS to facilitate access of the service-wide directory via the INS Intranet.

Use or disclosure of proposal data is
subject to the restriction on the title page

- WGSI will provide Installation Survey reports on site surveys conducted for office moves and new installs. These reports will identify associated voice communications requirements.

Analytical and Engineering Support. WGSI will provide support for INS voice communications analytical and engineering activities and associated studies as identified by the INS program manager.

- WGSI will provide analytical and engineering support required to perform assigned studies and to develop assigned proposals for enhancing INS voice communications capabilities.

- WGSI will provide weekly status reports of all assigned activities.

- WGSI will provide a concept paper for each assigned engineering task that identifies the proposed objectives of the task, scope of planned activities, and data collection requirements including INS site visits.

- WGSI will provide a report documenting each INS site visit. This report will include site survey documentation and identification of findings.

- WGSI will provide a final report for each assigned engineering task that includes an executive summary of the task; discussion of findings and observations; supporting tables and displays; recommendations; and proposed actions to achieve the recommendations.

2. Proposed Staffing

In addition to satisfying the requirements stated in this task order, WGSI will enhance support currently provided to the voice communications program. Enhanced support will be accomplished by implementing a staffing plan that provides redundancy of critical support skills.

WGSI proposes a staff of 3 full-time individuals as follows:

- 2 Associate Telephone Support Specialists to support the ongoing INS voice communications program; and
- 1 Senior Telephone Support Specialist to support analytical and engineering activities and associated studies.

The Associate Telephone Support Specialists supporting the ongoing voice communications program will coordinate procedures and cross-train for critical tasks (e.g., ordering of voice communications services). This approach will ensure that these

Use or disclosure of proposal data is
subject to the restriction on the title page

individuals possess redundant skills for performing critical tasks thereby enhancing support to the voice communications program.

In accordance with the location of the current voice communications program personnel, all of the proposed WGSI personnel will be located in the Chester Arthur Building (CAB) at 425 I Street, NW, Washington D.C.

3. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

On-site hours of support are 7:00 a.m. to 4:30 p.m. Monday through Friday, except government holidays.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

4. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

5. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is
subject to the restriction on the title page

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 3 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98
2. CONTRACT NO. (if any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0084
4. REQUISITION/REFERENCE NO.: NFU-9-00002
5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D
d. STATE: DC
e. ZIP CODE: 20536
f. SHIP VIA:

7. TO: Attn: [redacted] (b)(6)
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | d. STATE: VA | e. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR: _____
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: See Schedule

10. REQUISITIONING OFFICE: INS NATIONAL FIREARMS UNIT

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT: Destination
13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination
14. GOVERNMENT B/L NO:
15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 12/30/98
16. DISCOUNT TERMS: Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task 11, Support for the National Firearms Unit under Contract COW-7-C-0013, for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this order is $296,169.01					
1	D302 ADP SUPPORT SERVICES Accounting: 1591217/91NU.112B.309.00 (continued)	1	LO	$15644.00	$15644.00	

18. SHIPPING POINT
19. GROSS SHIPPING WEIGHT
20. INVOICE NO.
17(h) TOT. (Cont. pages): $18153.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
SEE BILLING INSTRUCTIONS ON REVERSE
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536
17. (i) GRAND TOTAL: $33797.00

22. UNITED STATES OF AMERICA
BY (Signature): Robert N Beaty
23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA, FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ **inspected,** ☐ **accepted,** ☐ **received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.**

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONTD. COW-7-C-0013 COW-9-P-0084	PAGE 3 OF 3

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 PR# NFU-9-00004 ADP SUPPORT SERVICES Accounting: 1591217/91NU.131B.309.00 $1,153.00 1591217/91NU.151B.309.00 $17,000.00	1	LO	$18153.00	$18153.00

WANG GOVERNMENT SERVICES REPONSE

Task Order and Service Level Agreement 11 – National Firearms Unit

Contract Number/Task Order Number: COW-7-C-0013/FOS99-011

Date of the Order:
Response Date: October 7, 1998 (Amended October 26, 1998)

Part I. Task Order

3. Requirements

Task 1 – Administrative/Clerical/Data Entry Support

Wang Government Services Incorporated (WGSI) will meet the requirements for administrative/clerical/data entry support. WGSI proposes that the level of effort (LOE) is six Secretaries.

WGSI will use the personnel requirements found in section C.6 of the contract to recruit for the Secretary (C.6.1.29) position.

Task 2 – Material Management Support

Wang Government Services Incorporated (WGSI) will meet the requirements for material management support. WGSI proposes that the LOE is two Logistics Technician/Inventory Specialist.

WGSI will use the personnel requirements found in section C.6 of the contract to recruit for the Logistics Technician/Inventory Specialist (C.6.1.21) position.

WGSI proposes that all positions in support of the NFU report to the Northeast Operational Area Manager.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is 1 November 1998 through 30 September 1999.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

Use or disclosure of proposal data is
subject to the restriction on the title page

5. Place of Delivery or Performance

WGSI concurs with the Statement of Work.

6. Deliverables

WGSI concurs with the Statement of Work.

7. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is
subject to the restriction on the title page

ORD... FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 01/07/99	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0121	4. REQUISITION/REFERENCE NO.: DSD-9-00050

5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn: [redacted] (b)(6)

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | d. STATE: VA | e. ZIP CODE: 22102-4299

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

8. TYPE OF ORDER
[ ] a. PURCHASE — REFERENCE YOUR: _____
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/91DS.321SS.13S.00

10. REQUISITIONING OFFICE: HQDSD, ROOM 5022

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		01/31/99	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task 10, WIN/AFIS Support, under contract COW-7-C-0013, for FY99, this task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this order is $3,258,805.65					
1	WIN/AFIS	1	LO	$55272.00	$55272.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOT (Cont pages)
			$0.00	

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

$55272.00 — 17(i). GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

Working Copy

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____ ___. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 10 – WIN AFIS

Contract Number/Task Order Number: COW-7-C-0013/FOS99-010

Date of the Order:
Response Date: October 7, 1998 (Amended October 26, 1998)

Part I, Task Order

3. Requirements

The contractor agrees to provide all necessary supervision, management, technical, and administrative support to accomplish this task. The contractor agrees to provide the following services for WIN/AFIS.

Task 1 – Information Technology Support Services. (Contract Section C.4).

Wang Government Services Incorporated (WGSI) will meet the requirements for onsite operations and technical support to WIN/AFIS including the following subtasks.

- **Subtask 1 – Operational Support**
- **Subtask 2 – Field Support**
- **Subtask 3 – Statistical Support**

In order to uphold these tasks, WGSI will provide staff who will provide specialized support for INS Officers by examining, preparing, entering, searching, retrieving and comparing fingerprint images to make a determination of fingerprint matches. WGSI will also provide supervision, guidance, and direction to these staff. Furthermore, WGSI will ensure the quality of this work by monitoring work products to ensure criminal identifications are made correctly even in the most complex cases. In an effort to provide continued professional support, ongoing training in criminal identification, classification of fingerprints, and uses of technology will be delivered to employees assigned to this task.

In order to support the Task and Subtasks properly, WGSI proposes one Technical Manager, one Senior Fingerprint Examiner (Senior Systems Analyst), five full-time Fingerprint Examiners (Systems Analyst) and three part-time Fingerprint Examiners (Systems Analyst).

Use or disclosure of proposal data is
subject to the restriction on the title page

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

WGSI concurs with the Statement of Work.

6. Deliverables

WGSI concurs with the Statement of Work.

7. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI has proposed shift differential rates as applicable in order to provide the required 24x7 coverage.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is subject to the restriction on the title page

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0086	4. REQUISITION/REFERENCE NO.: ITG-9-00026

5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn: (b)(6)

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | VA | 22102-4299

8. TYPE OF ORDER
[ ] a. PURCHASE — REFERENCE YOUR:
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 1591217/91PG.171U.U44.00

10. REQUISITIONING OFFICE: INTELLIGENCE DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		12/31/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for task 9, Intelligence Trasking, under contract COW-7-C-0013 for FY 99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this task is $117,121.57					
1	D302 ADP SUPPORT SERVICES	1	LO	$28792.00	$28792.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

17(h) TOT. (Cont. pages): $0.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(i) GRAND TOTAL: $28792.00

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA: FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP	DATE
	FINAL				
TOTAL CONTAINERS	GROSS WEIGHT		RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 9 – Intelligence Tracking

Contract Number/Task Order Number: COW-7-C-0013/FOS99-009

Date of Order: 08/21/98
Date of Response: 09/25/98

PART I. TASK ORDER

3. Requirements

Intelligence Tracking (Contract Section C.3) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order.

The Immigration and Naturalization Service (INS) Office of Intelligence requires on-site day-to-day operational support for Intelligence Tracking. This support includes LAN management, the handling of trouble calls and project support.

Intelligence collects, evaluates, analyzes and disseminates information relating to all INS missions, both Enforcement and Examinations. Intelligence also directs the Headquarters Command Center, which maintains communications with other offices and agencies 24 hours a day. The objective of this Task Order is to establish on-site contractor support for the seamless integration of services and the administration of Intelligence Tracking.

Specific requirements are:

- WGSI will provide management for a classified Local Area Network (LAN). Management support will include providing technical advice and assistance in the administration, installation, relocation and operation of the LAN.

- WGSI will respond to all Remedy tickets escalated from the Help Desk pertaining to Office of Intelligence users. Responsible for all assigned tickets from receipt through closure. This includes resolution and documentation.

PROPOSED STAFFING: 1 Certified Network Engineer

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

Use or disclosure of proposal data is
subject to the restriction on the title page

WGSI cannot agree to provide 24 x 7 support through the use of on-call status (pager duty). WGSI has been providing "permissive" pager response under the contract; however INS has abused this service. In fact providing this service has become mandatory in several Task Orders. If INS does require mandatory stand-by duty, WGSI is willing to provide this service in the following manner ..... All time spent when called in is authorized time worked.

5. Place of Delivery or Performance

Work will be performed at INS Headquarters, 425 I Street, N.W., Washington, D.C.

6. Deliverables

Not applicable

7. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for overtime, local travel, long distance travel, pager, training, etc., as listed in the cost section of the WGSI response to this task order.

WGSI takes exception to the requirement of prior authorization for the use of other direct costs, such as Travel, Training, and Overtime by INS (INS Site Manager, INS Program Manager and Contracting Officer's Technical Representative). WGSI believes that the amount anticipated to be incurred based on the Base Period's incurred costs in these areas is negligible. WGSI will be providing as a formal deliverable to INS financial status of each task twice a month. Also the usage of INSight will allow INS and WGSI to monitor expenses in these areas. WGSI will obtain prior written approval by the INS Program Manager and COTR for any individual expense greater than $10,000.

Use or disclosure of proposal data is
subject to the restriction on the title page

Part II. Service Level Agreement

1. Contract Number/Task Order Number: COW-7-C-0013/FOS99-009

2. Introduction

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization. There are no performance incentives associated with this task order.

3. Organizations Involved

(1) Service Provider: Wang Government Services, Inc. (WGSI)

(a) POC Name: [redacted] Project Manager, INS EUC (b)(6)
(b) Location: Immigration and Naturalization Service
Chester Arthur Building
425 I Street, NW
5th Floor, Suite 5050
Washington, DC 20536
(c) Telephone Number: (202)305-2377
Fax: (202)353-0256

(2) End User Organization:

(a) POC Name: Ben H. Bell III, Chief, Intelligence Analytical Branch
(b) Location: 425 I Street, NW
Washington, DC 20536
(c) Telephone Number: (202)514-9104
Fax: (202)514-3296

Use or disclosure of proposal data is
subject to the restriction on the title page

4. Responsibilities of Service Provider (Contractor)

4.1 WGSI agrees it will provide:

a) Provide management for a classified Local Area Network (LAN). Management support includes providing technical advice and assistance in the administration, installation, relocation and operation of the LAN.

b) Respond to all Remedy tickets escalated from the Help Desk pertaining to Office of Intelligence users. Responsible for all assigned tickets from receipt through closure.

c) Provide on-site support for the seamless integration of services and the administration of Intelligence Tracking. Support will be provided Monday through Friday, except government holidays.

5. Responsibilities of the End-User Organization

The end-user organization agrees it will:

a) Provide REMEDY software for use by the service provider.

b) Provide infrastructure support, including workspace, desks, telephones, personal computer (PCs), copiers, etc.

c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.

d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.

e) Report all faults noticed by customers via the Help Desk.

f) Provide WGSI with a description of the problem and potential mission impact.

6. Conclusion

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semiannually.

b. Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c. The terms of this SLA are effective upon acceptance.

Use or disclosure of proposal data is
subject to the restriction on the title page

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

_____

Immigration & Naturalization Service Contracting Officer

_____

Immigration & Naturalization Service COTR

_____

Immigration & Naturalization Service End User Computer Branch

[redacted]

Service Provider Representative Signature (b)(6)

[redacted]

Service Provider Representative Signature

Attachment:

Attachment 1 – Proposed Minimum Staffing Table

Use or disclosure of proposal data is subject to the restriction on the title page

Attachment 1 - Proposed Minimum Staffing Table

(Based on User Requirements, Servers and Applications currently supported)

Group Name (resources)	LOE Estimated No.	Group Work Definition
Intelligence Tracking	CNE (1)	Senior level certified engineer responsible for managing a classified Local Area Network (LAN). Management support includes providing technical advice and assistance in the administration, installation, relocation and operation of the LAN. Responds to Remedy trouble tickets.

Use or disclosure of proposal data is
subject to the restriction on the title page

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	01/07/99	SID-9-00053	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO.
X	COW-7-C-0013 COW-9-P-0087
	10B. DATED (SEE ITEM 13) 12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/91SD.321S.17S.00 Increase $278040.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR #3.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $245,517.00 To $523,557.00
For A Net Increase of $278,040.00

This has increased the total amount of the award from $245,517.00 to $523,557.00 for a net increase of $278,040.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY [signature] (Signature of Contracting Officer)	16C. DATE SIGNED 1/19/99

NSN 7540-01-152-8070 30-105 STANDARD FORM 30 (REV. 10-83)
PREVIOUS EDITION UNUSABLE Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-9-P-0087 000001	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	R700 MANAGEMENT SUPPORT SERVICES FOB: Destination	1	LO	$278040.00	$278040.00

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0087	4. REQUISITION/REFERENCE NO.: SID-9-00024

5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn: (b)(6)

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC

b. COMPANY NAME: 7900 WESTPARK DRIVE

c. STREET ADDRESS: SUITE 1105

MCLEAN | VA | 22102-4299

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

8. TYPE OF ORDER
[ ] a. PURCHASE — REFERENCE YOUR: _____
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/91SD.321S.17S.00

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		12/31/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for task 8, Network Control Center Management, under contract COW-7-C-0013, for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this order is $3947,265.47					
1	D302 ADP SUPPORT SERVICES	1	LO	$265517.00	$265517.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

17(h) TOT. (Cont. pages): $0.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(i) GRAND TOTAL: $245517.00

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: 'Payment is requested in the amount of $ _____ .. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ **inspected,** ☐ **accepted,** ☐ **received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.**

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS	GROSS WEIGHT		RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.4.1.2.

3. Requirements

The Contractor shall provide support for Network Control Center Management Requirements as defined in the contract Section C.4.1.2. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

The Network Control Center (NCC) which is located in the Data Communications Branch provides Help Desk Support for communications problems.

Task 1 - Network Control Center Management. (Contract Section C.4.1.2) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in this task order, providing support to monitor and evaluate the performance of the routers and associated WAN components.

PROPOSED STAFFING:
1 Project Manager
1 Technical Manager
1 Senior Consultant Telecommunications
1 Secretary

STAFFING JUSTIFICATION: WGSI proposes that 1 Project Manager have overall responsibility for Network Control Center operations, Router Configuration/Installation Group, Circuit Order Analysis Group, Video Teleconferencing Group, Intranet Web Group, and Foreign Office Support and Installation. WGSI proposes 1 Technical Manager to provide management support primarily to the Circuit Order Analysis Group, Video Teleconferencing Group, Intranet Web Group, and Foreign Office Support and Installation. Additionally, this person is required due to the increased technical requirements of the INS network. The Senior Consultant Telecommunications is being proposed on a part-time basis to provide assistance in all areas of this effort. WGSI proposes 1 Secretary for the period of performance for database entry and administrative support for the NCC Group and the Router Configuration/Support Group. WGSI takes exception to the requirement for 24 hours, 7 days per week coverage in the area of NCC Management.

Subtask 1-1 - Performance Monitoring. (Contract Section C.4.1.2) WGSI will monitor, analyze, track, and report on the performance of routers, telecommunications components, and WAN interfaces.

Use or disclosure of proposal data is
subject to the restriction on the title page

PROPOSED STAFFING:
1 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSI proposes 1 Senior Telecommunications Specialist to monitor, analyze, and track performance of installed routers and telecommunications components; control/monitor router configurations; monitor interfaces to the WAN; and generate reports as requested by the INS. This individual will recommend changes to the INS network to accommodate current and future growth and design changes. The NCC with its diverse experience in problem resolution and in depth experience in using both Sniffers and performance based data to resolve problems is uniquely prepared and ready to field individuals at any time to assist various departments within INS in problem resolution.

Subtask 1-2 - Evaluate Performance. (Contract Section C.4.1.2) WGSI will assess the performance of routers, telecommunications components, and related systems and facilities and evaluate them against established performance standards. Upon activation of this task, the INS, in conjunction with WGSI, will develop the performance standards.

PROPOSED STAFFING:
1 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSI proposes 1 Senior Telecommunications Specialist to assess the performance of the installed routers and communications problems related to the router networks, evaluate the router networks for meeting established performance standards, measure WAN network bandwidth and usage, and generate reports as requested by the INS. WGSI will provide support for the Token Ring, Ethernet, wiring hubs, concentrators, switches, etc. beyond the physical port as directed. WGSI takes exception to the requirement for 24 hours, 7 days per week coverage in the area of Evaluate Performance..

Subtask 1-3 - Recommend and Execute Recommended Network Changes that result from Subtasks 1-2 and 1-3.

PROPOSED STAFFING:
2 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSI proposes an initial staff of 2 Senior Telecommunications Specialist to reconfigure current routers and install replacement routers that are necessary as a result of re-design requirements based on WAN network performance and monitoring results. Reconfiguration of production routers and/or installation of new replacement higher-performance routers requires a level of expertise above new site configuration and installation.

Task 2 Network Control Center Problem Resolution. WGSI will conduct problem resolution for the router networks and the X.25 network and associated WAN components by following the problem resolution approach and procedures. WGSI will

Task 3 Other Support Requirements. (Contract Section C.4.1.2) WGSI will fulfill other support requirements for staffing coverage, vendor/carrier liaison, disaster recovery and backup, and utilization of network monitoring tools.

generate, at the Government's request, network-wide and component-specific ad hoc reports and queries concerning network performance.

PROPOSED STAFFING:
1 Senior Telecommunications Specialist
1 Database Administrator
1 System/Network Administrator

STAFFING JUSTIFICATION: The Senior Telecommunications Specialist is necessary to serve as a point of contact to the Help Desk, Tier 2, and Tier 3; and to provide technical interface with third party network and software providers. This position will also be responsible for the overall planning and implementation of the primary and backup hardware systems that support the current NCC and Help Desk Software. One full-time Database Administrator is essential to the development of tools required to support this task (e.g., the Remedy System and to generate network-wide and component-specific ad hoc reports and queries as requested by the INS). WGSI proposes 1 System/Network Administrator to maintain the hardware systems and their respective operating systems; and to update the HP OpenView, CiscoWorks, and Optivity Maps and Databases and to generate network-wide and component-specific ad hoc reports and queries as requested by the INS. As Remedy is deployed to field offices, an increase in staffing in this area may be required to cover the increased effort. WGSI will provide support in this area on a 24 hours per day, 7 days per week basis.

Task 3 Other Support Requirements. (Contract Section C.4.1.2) WGSI will fulfill other support requirements for staffing coverage, vendor/carrier liaison, disaster recovery and backup, and utilization of network monitoring tools.

PROPOSED STAFFING:
3 Senior Telecommunications Specialists
12 Telecommunications Specialists

STAFFING JUSTIFICATION: WGSI proposes 3 Senior Telecommunications Specialists to supervise and 8 Telecommunications Specialists to provide on-duty support for the Network Control Center, 24 hours per day, 7 days per week. The INS requires a minimum of two persons on duty per shift. At a minimum, 9 personnel will be needed to support this around-the-clock operational coverage required by the INS. In addition, these personnel will support other subtasks under this task order as the need arises, WGSI believes that as the technical complexity of the network increases the Telecommunications Specialists may need to be changed to Senior status. This will be addressed with INS at that point in time.

Task 4 Foreign Office Network Operations and Support (Contract Section C.4.1.2) As directed, WGSI will provide technical support in the areas of technology assessments, planning, design, tracking, acquisition, and inventory for the Foreign Office Networks outside the Continental United States.

Use or disclosure of proposal data is
subject to the restriction on the title page

PROPOSED STAFFING:
2 Certified Network Engineers (Banyan Vines)

STAFFING JUSTIFICATION: 2 Certified Network Engineers with emphasis on Banyan Vines Networking to perform installations, upgrades, and maintenance on the file servers and workstations.

Task 5 Circuit Order Analysis (Contract Section C.4.1.2) WGSI will perform the required assessment of the INS TIP data communications network topology and identify the monthly circuit expenditures to determine best practice, most cost effective circuit provisioning design technology. In particular, we shall import the Department of Justice circuit billing data files into a readable format and group the circuit cost entries by circuit type, bandwidth, geographical area, and/or cost factors. The Contractor shall also assemble the actual installed circuit list to identify any discrepancies. INS will provide WGSI the expansion requirements (see Task 4.b.).

PROPOSED STAFFING:

1 Database Administrator
1 Senior Telecommunications Specialist
1 Senior Systems Analyst

STAFFING JUSTIFICATION: The Database Administrator would import the Department of Justice Information into Remedy and develop the reports and analytical macros on the advice of the Sr. Telecommunications Specialist. The Senior Telecommunications Specialist and the Senior System Analyst would then perform the cost/design analysis and present reports to the INS COTR and/or his designee.

Task 6 Video Teleconference (Contract Section C.4.1.2) WGSI will perform research and analysis on new and emerging Video technologies, prepare reports to address these technologies, and install the selected technologies in those INS designated sites. The contractor will establish long range deployment schedules based on priorities provided by the INS operational units, perform site surveys, and implementation plans for each site.

PROPOSED STAFFING:

2 Network Engineer – Video Teleconferencing Specialists

STAFFING JUSTIFICATION: The two Network Engineers – Video Teleconferencing Specialists will perform the research, analysis, survey of sites, and the installation of those sites according to the priorities set by the INS Units.

Use or disclosure of proposal data is
subject to the restriction on the title page

Task 7 Intranet Web (Contract Section C.4.1.2) WGSI will perform the Web management of the Data Communications pages.

PROPOSED STAFFING:

2 Webmasters

STAFFING JUSTIFICATION: The two Webmasters will perform the Web page construction and management.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999. Tasks 5 – Circuit Order Analysis, 6 – Video Teleconferencing and 7 – Intranet Web will have a period of performance of January 1, 1999 through September 30, 1999.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

WGSI agrees that Network Control Center Management will be performed at the NCC's present location in the INS Chester Arthur Building (CAB); this will include both the NCC and the Router Configuration/Installation Group; the Router Configuration/Installation Group will perform installation services throughout the continental United States. The Foreign Service Support Group will perform at the present location in Washington DC and various foreign countries as required.

6. Deliverables

WGSI agrees to provide the INS with the deliverables listed in the task order. The weekly report will be delivered on Thursday and the monthly report on the 15th of each month.

7. Security Requirements

WGSI will meet the INS security requirements. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section. In addition, WGSI is proposing an Other Direct Cost

Use or disclosure of proposal data is
subject to the restriction on the title page

for consulting services for expert network analysis and troubleshooting, including network design and review, of the INS's complex network environment.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

9. Special Requirements

WGSI Agrees to the special requirements for travel to the foreign countries under the State Department.

Use or disclosure of proposal data is
subject to the restriction on the title page

PART II. SERVICE LEVEL AGREEMENT (SLA)

1. Contract Number/Task Order Number: **HQ96-37/FOS98-08**

3. **Introduction**

a. Organizations Involved

(1) Service Provider: Contractor Name

(a) [redacted], Project Manager, INS NCC (b)(6)

(b) Immigration and Naturalization Service

(c) 425 I Street, NW, Room 5120

(d) Washington, DC 20536

(e) (202) 616-5158

(2) End User Organization:

(a) POC Names: Mr. Ping Li

(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (202)-616-1666

3. **Responsibilities of Service Provider (WGSI)**

3.1 WGSI agrees that it will:

a) Provide Network Control Center (NCC) Services 24 hours a day, 7 days a week for specific subtasks as stated in WGSI's proposal.

b) Resolve all calls assigned to the NCC within [redacted] of calls will be resolved within [redacted]. Call resolution, when applicable, includes assignment of the call to an agency external to the NCC for final resolution. (b)(4)

c) Respond to user problem notification as follows:

- [redacted] of notifications responded within [redacted]
- all notifications responded within [redacted]

Use or disclosure of proposal data is
subject to the restriction on the title page

d) Perform work scheduling, cost tracking, issues escalation, deliverable tracking, and customer liaison.

e) Gather required information from users concerning problems that exist on the WAN in order to resolve them. Perform network status monitoring, network health reporting, trouble ticket tracking, routine network problem-troubleshooting, network equipment deployment assistance, and configuration management.

f) Operate and maintain NCC network management tools as defined in the Statement of Work.

g) Provide expertise to identify network performance bottlenecks, specify required configuration upgrades, develop problem resolution procedures, implement problem resolutions, update NCC operating procedures, and disseminate lessons learned via INS reporting sources (e.g., INS Intranet, weekly status reporting, etc.).Provide technical support in the areas of technology assessments, planning, design, tracking, acquisition, inventory control for Foreign Office Network Operations.

h) Perform network troubleshooting on an on-call basis. Perform performance tuning and equipment upgrades (e.g., Y2K upgrades, IOS upgrades to keep the routers software current).

i) Collect and maintain statistics regarding the number of trouble tickets open and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one week.

j) Collect and maintain statistics regarding network outage (unscheduled)

k) Track trends and frequencies in problem reports and actions taken to resolve problems.

l) Develop and deliver escalation procedures.

m) Provide a complete inventory of all Foreign networks property as tasked.

n) Notify the Help Desk and INS Application Managers of planned outages due to maintenance or other activities that the NCC schedules for the WAN.

o) Provide users with periodic updates on open trouble tickets.

p) Perform periodic surveys to monitor customer satisfaction.

3.2 Performance Incentives

The table below provides the performance incentives for the NCC SLA.

NCC - Performance Incentives

Element	Standard	Performance Requirement	Measurement Interval	Source	Performance Factor	Calculations
NCC Availability	100% Network Control Center	No deviation from the	Quarterly	Random Sampling	+/- 1% total monthly price for NCC	Performance = Actual network availability

	availability 24 hrs 7 days per week	network availability standard		Call activity logs	network availability @ +/- 1% variance	

3.2.1 Contractor Payment

a. For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

e. Penalties or incentives will not exceed a maximum of 3% of the labor component for the NCC.

3.2.2 Example of Determination of Reduction

a. Assume an annual task order value of $1,600,000.
b. Assume the measurement period is quarterly.
c. Assume the amount placed at risk is $400,000 ($1,600,000/4).
d. Assume the standard for network control center availability (manning) is 100%.
e. Assume that the contractor only achieved 98% network availability.
f. Assume the incentive is based on +/- 1 % of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of hours NCC available}}{\text{Number of hours NCC required}} = \text{network control center availability}$$

h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $400,000
Number of hours network manning required: 2160 (24 hours times 90 days)
Number of hours network manning available: 2116.8
NCC Availability: 98%

Use or disclosure of proposal data is
subject to the restriction on the title page

Incentive based on +/- 1% variance
Variance: 2%
Total Reduction for the Quarterly Period: **$8,000** ($400,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

1. Provide the following software:
    - CISCO Works
    - HP OpenView
    - Synoptic Optivity
    - UNIX Sybase QIP monitoring tools
    - Network Sniffers

2. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

Use or disclosure of proposal data is
subject to the restriction on the title page

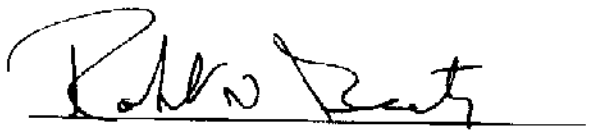
6. Conclusion

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

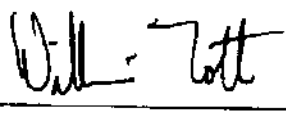
b. Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c. The terms of this SLA are effective on the effective date of this task order.

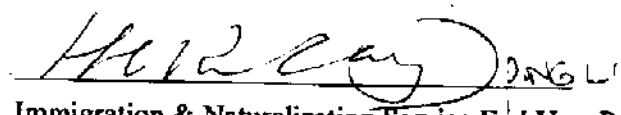
Service level and procedures established herein have been agreed to by parties represented by the undersigned.



Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Contracts Representative Signature

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-008 dated September 21, 1998

Prepared for:

Robert Beaty
Contracting Officer
Immigration and Naturalization Service
Headquarters Procurement
425 I Street, NW, Room 2102
Washington, DC 20530

Prepared by:

Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299

October 7, 1998 (Amended October 26, 1998)

Restriction on Use or Disclosure Statement

This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of, or in connection with, the submission on this data, the Government shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in sheets which have the restriction legend.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	01/11/99	ISD-9-00006	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0091
	10B. DATED (SEE ITEM 13) 12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Block 14
Increase $1322836.80

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $2,348,163.20 To $3,671,000.00
For A Net Increase of $1,322,836.80

This Modification Has Changed The Total Amount
From $2,348,163.20 To $3,671,000.00
For A Net Increase of $1,322,836.80

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
	16C. DATE SIGNED 1/11/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-9-P-0091 000003	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4	Repair and Maintnnance of Microlog Equipment through April 30, 1999 Accounting: 1591220/91PS.331X.X39.46 Discount Terms: 30	1	LO	$125000.00	$125000.00
5	PR# SID-9-00066 Hardware maintenance services Accounting: 15X8598/91SD.321S.09S.00 Discount Terms: Net 30 Days ---------- The following information applies to all line items ---------- FOB: Destination	1	LO	$1197836.80	$1197836.80

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATI /MODIFICATION OF CONTRACT

CONTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	01/06/99	SID-9-00017	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0091
	10B. DATED (SEE ITEM 13) 12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/91SD.321S.098.00
Increase $2026947.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $321,216.20 To $2,348,163.20
For A Net Increase of $2,026,947.00

This Modification Has Changed The Total Amount
From $321,216.20 To $2,348,163.20
For A Net Increase of $2,026,947.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 4/6/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOCUMENT BEING CONT'D. COW-7-C-0013 COW-9-P-0091 000002	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3	1895 SERVICE Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN FOB: Destination	1	LO	$2026947.00	$2026947.00

AMENDMENT OF SOLICITATIO , MODIFICATION OF CONTRACT

CONTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	12/23/98	SID-9-00017	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

(X) 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-9-P-0091

10B. DATED (SEE ITEM 13)
12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/91SD.321S.09S.00 Increase $225216.20

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $96,000.00 To $321,216.20
For A Net Increase of $225,216.20

This Modification Has Changed The Total Amount
From $96,000.00 To $321,216.20
For A Net Increase of $225,216.20

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	12/23/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-9-P-0091 000001	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	1895 SERVICE Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN FOB: Destination	1	LO	$225216.20	$225216.20

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (if any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0091	4. REQUISITION/REFERENCE NO.: ISD-9-00001

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

7. TO: Attn: (b)(6)
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | e. STATE: VA | f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR: _____
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 1591220/91PS.331X.X39.46

10. REQUISITIONING OFFICE: DANIEL J. SLATTERY

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		12/31/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for task 7, Hardware Maintenance, under contract COW-7-C-0013 for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this order is $14,609,454.00					
1	repair and maintenance of Microlog Equipment forthe period 10/1 -12/31 98.	1	LO	$96000.00	$96000.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT (Cont pages)
			$0.00

21. MAIL INVOICE TO
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

$96000.00 — 17. (i) GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: 'Payment is requested in the amount of $ _____. No other invoice will be submitted.' However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 7 – MAINTENANCE AND INVENTORY

Contract Number/Task Order Number: COW-7-C-0013/FOS99-007

Date of the Order: 9/8/98

Date of the Response: October 26, 1998 (Amended October 29, 1998)

1. Scope

Wang Government Services, Inc. (WGSI) understands the scope and requirements of the Maintenance/Inventory task. This proposal will describe the solution of the WGSI team and the structure of the organization proposed to provide the solution. WGSI will continue to provide the level of support required to ensure the success of the INS mission.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.5.

3. Requirements

WGSI shall provide support for Maintenance Requirements as defined in contract Section C.5. WGSI shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Task 1 – Maintenance Requirements (Contract Section C.5)

The WGSI proposal represents an interim maintenance approach until the inventory implementation is completed. This interim agreement is required primarily due to insufficient inventory data which would allow WGSI to provide a price proposal in accordance with the terms of the contract and allow WGSI to meet 4 hour return to service requirements.

WGSI will provide three distinct levels of maintenance support under this contract: on-call (full coverage), per-call and depot maintenance. Each of these types of maintenance is described in detail later in this proposal. All full coverage maintenance includes both preventive and remedial maintenance at INS domestic locations. WGSI provides both on-site and dispatched services to INS locations. There are sixteen identified INS locations in CONUS that have dedicated maintenance personnel assigned. Other INS locations are supported through the Wang services organization and are available to provide support for the Principle Period of Maintenance (PPM), 6:00AM to 6:00 PM, local time, Monday – Friday or Outside Principle Period of Maintenance (OPPM) 6:01 PM to 5:59 AM, Monday – Friday and Weekends and Holidays as identified by the INS. All maintenance calls are routed through the INS Help Desk manned 24 hours a day, 7 days per week. As calls are identified as requiring hardware maintenance they are queued into our secondary triage support center located in McLean, VA. This Technical

Use or disclosure of proposal data is
Subject to the restriction on the title page

Assistance Center (TAC) provides hardware support to INS users and identifies part requirements if possible. If the problem can not be resolved over the telephone and on-site assistance is required, the TAC dispatches the identified personnel for that INS location. Additionally, all calls are processed through the TAC and calls are not closed until verbal confirmation has been received from the user.

PROPOSED STAFFING: 1 Technical Manger, 1 Senior Logistics Specialists, 5 Senior Computer Specialists

STAFFING JUSTIFICATION: WGSI proposes 1 Senior Logistics Specialist to analyze inventory data provided by the Government. Located at the Wang logistics facility in Tewksbury, MA this individual coordinate parts movement between all INS locations, analyze parts usage and consumption for this contract, and act as the primary source responsible for managing parts in the field and central locations. The Senior Logistics Specialist will provide the lifeline of spares and parts need to be successful in the project and will report directly to the Project Manager for HM. The 5 Senior Computer Specialists will provide first level support to INS users to assist in isolating hardware-related malfunctions through the help desk. These specialists will be located in our McLean, VA Technical Assistance Center (TAC). As hardware calls are received through the INS Help Desk hardware calls are transferred to the TAC center for further triage and problem identification. This group will have a Remedy terminal available to both to monitor and update calls real time. The technical manager reports to the Project Manager for Maintenance and Inventory and holds responsibility for the delivery of maintenance service under this contract.

All of the above staffing, with the exception of the Technical Manager, are priced as part of the fixed-price maintenance service.

Constraints (Contract Section C.5.1)

WGSI understands security policies, regulations, and procedures and the Government will permit timely access to the equipment that is to be maintained.

Task 2 – General Maintenance Requirements

WGSI will provide support including technical troubleshooting, problem resolution, and component repair in order to maintain and keep the equipment covered under the contract in full operating condition. Additionally, WGSI will:

- Provide the Government through the Wang staffed INS help desk toll-free continuous telephone coverage 24 hours per day, 7 days per week, without exception.
- Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.
- Provide a detailed activity report of open and closed calls for verification purposes, on a monthly basis. If requested or required for further verification a detailed

Use or disclosure of proposal data is
Subject to the restriction on the title page

maintenance activity report by location / component or other element could be requested.

The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM. Equipment residing in locations not in compliance with environmental specifications furnished by the OEM will be maintained by WGSI on a time and material basis.

The cost for hardware maintenance on monitors 17" and smaller are included in the CLINs for the Personal Computers. Monitors over 17" will be maintained by WGSI on a time and material basis.

LCD's and impact-related damages of Laptops are not covered. Laptops are depot maintenance with a 5 day return to service starting from the time of receipt at the depot. WGSI will pay all shipping and handling costs associated with providing this service on laptops. IDP laptops are excluded from the 5 day return to service.

Task 3 – Types of Maintenance

Subtask 3-1 – Preventive Maintenance (Contract Section C.5.4.1)

WGSI has a full understanding of the evolving role that preventive maintenance (PM) plays in today's leading-edge systems and devices. PM takes full advantage of the modular nature of today's products. Generally performed in conjunction with remedial maintenance activities, PM has reduced the need for costly service outages. WGSI will provide all parts and materials not designated as supplies or deemed customer replaceable by the OEM and will perform PM activities in accordance with OEM specifications and requirements.

Subtask 3-2 – Remedial Maintenance (Contract Section C.5.4.2)

INS remedial maintenance services will be provided using WGSI's ISO 9002 certified Field Operations, Logistics, and Call Control Center procedures and systems. WGSI will make full use of its 1,700 CREs, 700 logistics stocking locations, and 240 service locations to ensure that satisfactory levels of service are attained.

WGSI CREs will have access to pre-positioned logistical assets to meet INS critical needs. This returns the end users to full operational capability much faster than if field assets are not available. The required asset management system entries are made, and the failed units are repaired and returned to the appropriate stocking location.

Remedial maintenance will include all transportation, labor and parts required for return of malfunctioning systems or equipment to full operating condition. WGSI will restore the Operating System and network connectivity if network connectivity existed prior to the failure. Restoration services do not include application software and data restoration. Restoration of application software will be coordinated with the WGSI FOS personnel at

Use or disclosure of proposal data is
Subject to the restriction on the title page

each location. The Wang team of both FOS and HM will provide complete system restoration of both hardware and software. Software maintenance is limited to the restoration of the software environment as it existed prior to the hardware failure.

Subtask 3-3 – On-Call (Full Coverage) Maintenance (Contract Section C.5.5)

On-call maintenance is offered during the PPM and the OPPM as ordered. A single monthly rate includes travel, transportation, parts and labor required to perform remedial and preventive maintenance. The on-call maintenance strategy includes a mixture of dedicated onsite Customer Resource Engineers (CREs) (where INS concentrations require) and local CREs dispatched to support smaller INS sites from nearby WGSI locations.

WGSI will locate dedicated CRE work groups in the following geographical areas to provide services to the largest densities of INS end users:

- National Capital Region
- St. Albans and Burlington, VT
- Metro LA
- Laguna Niguel
- McAllen, TX
- Metro San Diego
- Metro New York
- Metro Miami
- San Francisco, CA
- Tucson, AZ
- Yuma, AZ
- Metro Dallas
- Lincoln, NE
- El Paso, TX
- Del Rio, TX
- Chicago, IL

These dedicated work groups will be made up of the following:

- **Supervising CRE** is responsible for overseeing all CRE activities at the site. The Supervising CRE assigns CREs to problem tickets and performs a follow-up to ensure that the problem has been resolved. The Supervising CRE balances staff workloads to ensure that assignments are evenly distributed and that problems are responded to in accordance with their assigned priority and the governing SLA.
- **CREs** perform all maintenance tasks. Depending on the size of the location, one or more CREs will be assigned to a Supervisor. Additionally, these CREs will function as scheduled backup for other regional locations.

Each CRE has the tools, equipment, training, spare parts, and consumables necessary to meet INS's requirements during the PPM and the OPPM. Each dedicated work group will have pre-positioned spares. Stocking levels are based on the hardware inventory provided within the solicitation document and will be readjusted periodically based on

Use or disclosure of proposal data is
Subject to the restriction on the title page

experienced usage, TIP activities within the area, and, should the asset management task be assigned, the actual asset data obtained from the location. Restocking of this supply base is based on item consumption and will be accomplished using logistics capabilities that trigger automatic restocking.

All restocking is managed out of Wang's Tewksbury, MA, logistics center, which serves as the primary restocking point for all WGSI contracts based within the United States. This 125,000-square-foot central distribution center is located 30 miles north of Boston. It is situated near the intersection of Interstates 93 and 495 with easy access to Logan International Airport and every major air and ground carrier. The warehouse contains approximately 25,000 line items in support of field operations. The distribution center processes approximately 1,500 pieces per day and operates on a 24x7 a week basis. The logistics center ensures that each of the 700 worldwide stocked locations has the items that they need, when they are needed.

Where there is not a sufficient concentration of end users and devices to warrant dedicated CREs, maintenance support will be provided by the WGSI Multi Vendor Support (MVS) site within 50 miles of the INS site. Logistical asset stocks will be deployed at each MVS site supporting an INS site. Stock levels will be determined using the same methodology as for dedicated support sites.

Where Wang does not have on-site personnel performing maintenance WGSI FOS personnel will assist in initial triage of equipment problems and repairs if parts are available. After determination of where these sites are located spare parts stocking will be provided.

Remote isolated locations will be serviced under a subcontract agreement with [redacted] is a quality service provider based out of Billings, MT. Wang has used them to support various contracts including the US Senate. [redacted] will provide service predominately in the northwest corridor of the United States.

A combination of onsite stocking and overnight shipment of spares will be used to ensure parts availability. Through this approach, WGSI will meet the requirement to return devices and systems to service within four hours of notification. This level of service is most cost effective when used to service large concentrations of end users and equipment.

- ***PPM*** will provide a next business day return to service between the hours of 6:00 AM to 6:00PM local time. This represents the majority of equipment to be serviced.
- ***7 x 24 or PPM and OPPM*** will be provided to specified equipment and a 4-hour return to service will be supplied. This will be applied to LAN Servers at all locations.

On-call maintenance will be treated as unlimited emergency maintenance to be performed on systems or equipment after notification that the equipment is

Use or disclosure of proposal data is
Subject to the restriction on the title page

malfunctioning. There is no maximum number of remedial maintenance calls per month or year on systems or equipment.

Subtask 3-4 – Per-Call Maintenance (Contract Section C.5.6)

Per-call maintenance will be used to cover special circumstances not foreseen by contractual provisions or equipment that has not been identified prior to service being required; all per-call service requests will be completed on a best commercially reasonable effort basis (within one (1) business week). Per-Call maintenance creates a challenge, as parts are not stocked for equipment we were not aware existed therefore contractual repair time requirements are impossible to meet. WGSI will notify INS of a per-call incident in accordance with Section C.5.6 of the contract. This notification serves two purposes. It provides the EUCB notification that per-call authorization is required, and upon authorization from INS an estimated time of the completion of service can be provided by WGSI. As required the listed per call rate is applied on a time and materials, portal-to-portal basis for services requested. Per call service requests will be subject to a two-hour minimum which will be applied on a site visit basis. Where multiple repairs are involved, there will be only one minimum labor and portal-to-portal charge. All parts shall be warranted for a period of 90 days.

Subtask 3-5 – Depot Maintenance (Contract Section C.5.7)

OCONUS locations will be supported by providing depot maintenance from our Tewksbury, MA logistics facility. When a call is opened from an OCONUS location and the help desk analyst determines the part required, the part will be shipped from our Tewksbury, MA facility. After receipt of the part at the users location Wang is available to provide telephone assistance to install the part. For CONUS items utilizing depot maintenance, WGSI understands and will repair and return failed items within 2 business days after receipt in the Wang depot. All normal shipping charges will be at the expense of the government. If the COTR directs, priority shipping is authorized.

Laptop repairs will be performed through the depot maintenance section of the contract. WGSI will provide a shipping carton to the customer after receipt of a call. After receipt of the failed laptop in our depot facility in Tewksbury, MA the repaired item will be shipped to the user within 5 business days. For equipment where parts, after thorough research, are not available or the equipment is deemed obsolete, the equipment will be returned to INS stating parts are not available and WGSI is unable to repair the failed item.

Task 4 – Repair Times (Contract Section C.5.8)

The INS help desk is staffed on a 24 hours a day, seven days a week basis. All calls are logged and date/time stamped by the system's call logic. For sites/devices covered on a 24 hours a day, seven days a week basis (or a variant thereof), this date/time stamp marks the start of the service delivery period. For PPM-only maintenance service, the repair

Use or disclosure of proposal data is
Subject to the restriction on the title page

time starts at the first minute of covered time following notification. All services activity is tracked by the call-tracking system logic from inception to ticket closure. It is understood that the service period extends through the entire period that a service ticket is active unless Wang is denied access to a device or system due to security restraints, lack of an escort, or the unavailability of the end-user or an end user designee to schedule repair times or provide access to the system. For PPM-only repairs will be returned to service by close of business the next business day. For equipment under 7 x 24 coverage, return to service will be within 4 hours of receipt of the call.

For equipment where parts, after thorough research, are not available or the equipment is deemed obsolete, the equipment will be returned to INS stating parts are not available and WGSI is unable to repair the failed item. This problem especially affects equipment not manufactured by Tier 1 (Gartner Group) computer manufacturers. Attachment 1 describes the Gartner Tier grouping. This clarification applies to all maintenance types described in this proposal.

Task 5 – Responsibilities of the Contractor (Contract Section C.5.9)

All services under this contract shall be performed by trained and technically experienced personnel providing the required service in accordance with accepted commercial practice without reasonable delays or interference with Government functions. All maintenance personnel shall be fully trained prior to performing any maintenance activity that would otherwise void an OEM warranty.

WGSI will take full responsibility for recommending changes in the type of maintenance service to improve both cost effectiveness and level of support provided to the Government. It is understood any such recommendations will be forwarded to the INS and will not be implemented unless written Contracting Officer approval is received.

Subtask 5-1 – Parts Quality (Contract Section C.5.9.1)

Only new standard parts or parts equivalent to new in performance shall be used to effect repairs. All parts shall meet OEM specifications. If a part is not new, it shall be identified as used or reconditioned and warranted as new. Maintenance parts shall be furnished on an exchange basis and replaced parts become the property of WGSI. The Government may, at its discretion, elect to retain the replaced parts or direct their destruction, due to security reasons. In no case will WGSI use any replacement parts or repair methods or techniques that would result in the OEM refusing to honor their warranty or otherwise support the equipment. For full coverage maintenance there will be no additional charge for replacement parts unless such parts are required due to the fault or negligence of the Government or retained by the government or failures resulting from environmental incidents or Acts of God. Software maintenance is limited to the restoration of the software environment as it existed prior to the hardware failure.

Subtask 5-2 – Parts Replacement (Contract Section C.5.9.2)

Use or disclosure of proposal data is
Subject to the restriction on the title page

If a device or system cannot be repaired onsite, a replacement of equal or greater capability will be provided while the device is repaired off-site. WGSI limits equipment repairs to equipment that is not deemed obsolete or to equipment that can be identified as supportable. When practical, and when authorized to do so, WGSI will replace the failed device as an advance exchange in order to minimize any impact to end users.

The Wang Team understands that any parts (with the exception of hard disk drives) which are removed from a device during a maintenance activity will become Wang's property. Any parts used to complete a maintenance activity will become the property of the INS.

At no time will WGSI engage in service activities that could void an OEM warranty. There will be no additional charges for parts, except for those requested by the INS and as described in this proposal, other than any due to the fault or negligence of INS or retained by the Government. Equipment damage or malfunction resulting from Acts of God and/or domestic and international terrorism are not covered.

Subtask 5-3 – Protection of Information (Contract Section C.5.9.3)

WGSI will ensure that all necessary precautions are taken to protect INS data. For instance, all WGSI CREs are required to run a virus scan prior to working on any end-user device. If a virus is detected, the CRE will shut down the device and alert both the end user and the help desk of the situation. The CRE will follow instruction from the help desk and, when appropriate, INS management regarding the cleanup procedures to be performed.

WGSI will work with the INS to develop and implement an INS-wide backup policy and plan to prevent the loss of any critical data. INS Help Desk Hardware Support Analysts will request the end user perform a backup of locally stored, critical data, if possible, prior to dispatching a CRE for a call where data might be in jeopardy. The CRE will confirm with the end user that the backup has been completed before initiating the repair.

Prior to the removal of a storage device, either as a defective part or as an inclusive device within a system, the CRE will verify security requirements with both the end user and the help desk. If a storage device is inadvertently removed from the site, the COTR will be notified.

Subtask 5-4 – Liability for Damage and Injury (Contract Section C.5.9.4)

WGSI understands that it is liable for any damage to INS property or injury to INS personnel resulting from the fault or negligence of WGSI's employees or subcontractors. We will take all prudent measures to ensure the property of the INS and the public. WGSI further understands that it is responsible for all materials and work performed until completion and acceptance by the INS.

Subtask 5-5 – Contractor/Government Meetings (Contract Section C.5.9.5)

Use or disclosure of proposal data is
Subject to the restriction on the title page

WGSI will meet with the Task Manager or COTR on a mutually agreed upon schedule to discuss and resolve any maintenance issues or problems associated with this contract.

WGSI seeks to become a long-term technology partner with INS and will endeavor to recommend changes to service levels that would be beneficial to the INS. We will take full advantage of industry improvements and enhancements to provide the INS with mutually beneficial and cost-effective maintenance solutions. Through trend analysis of problem management data, on a quarterly basis, WGSI will advise INS of any abnormal failure rates so that corrective action may be taken with the OEM to obtain suitable low-cost or no cost corrective action.

As equipment is inventoried and new items are identified, WGSI will recommend to INS whether a new CLIN be added to the contract or the item covered by on-call maintenance.

Subtask 5-6 – Alterations to Government Property (Contract Section C.5.9.6)

WGSI will not make, or cause to be made, any alterations to Government-owned or controlled real property facilities, buildings, structures, components, systems, or utilities at any time during the course of this contract, either temporarily or permanently, without the express, written authorization of the Contracting Officer.

Subtask 5-7 – ADP Inventory and Excess Equipment Warehouse (Forestville, MD)

WGSI will provide day-to-day operation and support for the excess equipment and inventory located at the Forestville, MD warehouse, all coordination will be through the INS point of contact identified. On-site personnel at Forestville will inventory and assist INS personnel in storing equipment identified as excess pending disposition. WGSI proposes 2 Computer System Technicians to provide the required support. Their duties include but are not limited to:

- Receive shipments of no longer required ADP equipment and software.
- Inventory and test (if possible) each item received, determine the appropriate GSA Condition Code and document findings.
- Ensure all software and data is removed from hard disk drives before the devices are released for reutilization or disposal using either a software package approved by INS ADP Security (functioning hard disk drives) or the degausser located at CAB (non-functioning hard disk drives)

Additionally, WGSI will implement the school partnership program. This partnership will include a team of professionals dedicated to field locations needing assistance excessing equipment. WGSI proposes a team of 4 consisting of a lead Logistics Specialist and 3 Inventory Technicians. This team will assist in implementing the school partnership program. The team will help ensure that equipment which is deemed excess and is no longer needed by the service can be provided to local schools. This approach

Use or disclosure of proposal data is
Subject to the restriction on the title page

provides both the INS and WGSI a strong relationship between local communities and the INS.

Task 6 – Maintenance at Foreign Office Locations

WGSI will provide support to foreign office locations through our depot maintenance plan. WGSI understands that the responsibility of shipping a failed item is at the government expense to the Tewksbury, MA depot facility. Shipping instructions will be provided to the user at the time of the call opening through the INS help desk.

WGSI will ship the repaired item within 2 business days of receipt in the depot facility. WGSI limits equipment repairs to equipment that is not deemed obsolete or to equipment that can be identified as supportable. If repairs can not be completed within the specified timeframe, WGSI will provide a replacement for the component within 2 additional working days if mutually agreed upon by the Government and WGSI. All turn-around times will be measured from the time the item arrives at the contractor's facility.

All normal shipping charges will be at the expense of the government. If the COTR directs, priority shipping is authorized at government expense.

Task 7 – Inventory (Contract Section C.4.7)

WGSI understands that the inventory is required to support the maintenance task. Without valid inventory data, maintenance can not be provided in accordance with the contract terms and conditions. WGSI is proposing that our team of Wang and Softech will, through a partnership of both WGSI and INS personnel, jointly conduct a physical inventory of all INS sites. The WGSI team will provide the process and procedures necessary for field locations to conduct their own inventories. The WGSI team will install and configure government furnished servers to maintain local IT asset inventories. The common data repository will reside in Washington, DC. WGSI will continue the development of the Information Technology Tracking System (ITTS) and utilize this tool as the repository for all IT assets. If INS locations do not have the necessary resources available WGSI will provide teams to assist as needed.

The WGSI team will provide inventory services to the INS. These services will include but not be limited to:

- In conjunction with the appropriate INS staff, develop and approve the requirements for the ITTS software (and modifications) as well as develop detailed requirements for the inventory effort. This will be accomplished within 30 days of the effective date of this task order. The requirements for the ITTS software need to be completed within two weeks of the start of the task in order to ensure implementation action in early 1999.
- Develop and implement an inventory tracking system to inventory IT assets at all locations

Use or disclosure of proposal data is
Subject to the restriction on the title page

- Capture inventory information through a partnership program with both WGSI and INS personnel at all locations.
- Populate the tracking system and maintain local systems located throughout the INS sectors/districts.
- Implement inventory systems at identified INS locations.
- Maintain a common repository of inventory data at INS headquarters in Washington, DC.
- Have inventory teams available to assist local sectors/districts on an as needed basis.
- Provide an implementation plan, 30 days after the requirements development described above.
- Provide a data management plan, 30 days after the requirements development described above.
- Provide system training plan, 30 days after the requirements development described above.
- Provide a QA review and audit plan, 30 days after completion of the foregoing three items.
- Dispose and store excess INS ADP hardware /software locally (Washington, DC) or as requested by the INS donation program, per direction from the INS POC.

INS will approve or provide comments to all plans and requirements 5 days after receipt.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance of this Task Order is 1 November 1998 through 30 September 1999.

As required by INS, WGSI will provide on-call (pager) duty in accordance with Section G.7 of the contract. WGSI envisions that the only applicability of this stand-by duty would occur in the inventory portion of this task.

5. Place of Delivery or Performance

WGSI understands work under this Task Order will be performed at INS Headquarters' offices, the INS Theaters, and various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), and Sector Offices. INS foreign and domestic locations are depicted in contract Section J, Attachment I. OCONUS locations will be supported as explained in Task – 6 through our depot maintenance. The fixed price will cover exchange of equipment that is shipped back to our depot facility in Tewksbury, MA. Calls will still be received through the WGSI help desk located in Washington, DC. Equipment that is in need of repair will be reported to the help desk and initial triage will be determined by the McLean Technical Assistance Center (TAC), a part will be shipped to the OCONUS location. Upon receipt the user may, if necessary, call back to the help desk for assistance to install the

Use or disclosure of proposal data is
Subject to the restriction on the title page

equipment. Once installed and tested the failed equipment should be returned to Tewksbury, MA in the same package the replacement was shipped in.

6. Deliverables

WGSI will provide

1. Preventive Maintenance plans were applicable.
2. Quarterly Trend Analysis report
3. Inventory Implementation Plan, 30 days after requirements development (reference Task – 7, bullet 1)
4. Data Management Plan, 30 days after requirements development (reference Task – 7, bullet 1)
5. System Training Plan, 30 days after requirements development (reference Task – 7, bullet 1)
6. Quality Review and Audit Plan, 30 days after completion of bullets 3 – 5.

Report requirements will be determined with the INS Task Manager including ad-hoc reports as required.

7. Security Requirements

WGSI understands the security requirements as described in Section H of the contract. All personnel assigned on-site at an INS location must have an approved INS employment wavier or suitability determination granted by the INS Security Office before work can begin.

Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

3.1 WGSI agrees it will:

a) Provide three levels of hardware maintenance support.

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-007

2. **Introduction**

a. Organizations Involved

(1) Service Provider: WANG Government Services, Inc. (WGSI)

(a) POC Names: [redacted] (b)(6)

(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (202) 616-0018 (Mr. Keel)

(2) End User Organization:

(a) POC Names: Usha Keene

(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (202) 514-7990

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (WGSI)**

3.1 WGSI agrees it will:

a) Provide three levels of hardware maintenance support.

- On-Call (full coverage)
- Per-Call (remedial maintenance)
- Depot Maintenance

b) Provide maintenance support, including technical troubleshooting, problem resolution, and component repair, in order to maintain and keep the equipment covered under FOS/HM in full operating condition.

Use or disclosure of proposal data is
Subject to the restriction on the title page

c) Provide services in accordance with OEM practices and standards without unnecessary delay or interference with Government functions.

d) Provide (4) four hour return to service on critical equipment identified as LAN servers until the inventory has been completed by sector/district and a grace period of 90 days to allow for proper stocking of spare parts to support the identified equipment. A LAN Server is defined as – A computer containing files available to all users connected to a local area network (LAN). In some LANs, a microcomputer is designated as the file server, while in others it is a computer with a large disk drive and specialized software. Some file servers also offer other resources such as gateways and protocol conversion. Equipment such as the RS6000 and those items covered by other than personal computer-LAN server CLIN are not defined as a LAN server.

e) Provide repair and shipping of equipment requiring depot maintenance within 2 business days. The turn-around time for the completion of maintenance activities will be measured from the time the item arrives at the contractor's facility to the time the item is shipped to the Government.

f) Provide Principal Period of Maintenance (PPM) service, Monday through Friday 6 a.m. to 6 p.m. (local time), excluding holidays.

g) Provide Outside the Principal Period of Maintenance (OPPM); all times other than PPM.

h) Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.

i) Provide the Director, End User Computing Branch updates on all task order activities conducted on a weekly basis.

j) Provide maintenance services 24 hours a day, 7 days a week on critical devices determined to be LAN Servers.

k) Provide Help Desk Telephone 24 hours a day, 7 days a week for maintenance requirements.

l) Maintain an inventory of spare parts, repair parts, and all necessary tools and instruments to properly and effectively maintain all equipment.

m) Use new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.

n) Take appropriate preventive measures to prevent the loss of information, such as data stored on a hard disk, during all maintenance activities.

Use or disclosure of proposal data is
Subject to the restriction on the title page

o) Take appropriate steps to protect and restore, as required, any information residing in the equipment being maintained.

p) Identify any used or reconditioned and warranted as new part to the Government prior to installation.

q) Ensure that a reasonable effort is made to back up user software prior to removing any storage device for repair or replacement.

r) Follow the requirements of the INS Computer Security Office at INS Headquarters.

s) Charge only one minimum labor and portal-to-portal charge for multiple repairs at the same location.

t) Send a pre-paid express-delivery box to the INS site, in which a Laptop/Notebook can be delivered to the nearest WANG maintenance depot. The express-delivery box will arrive no later than two days from the Help Desk Call.

u) Ship Laptops/Notebooks to service within 5 business days of receipt at the maintenance depot.

v) Pay all shipping and handling cost for Laptops/Notebooks.

w) Provide a 90 day warranty on parts from the date of service.

x) Notify the Contracting Officer Technical Representative (COTR) and Theater Manager if a hard disk containing information has been inadvertently shipped to a maintenance depot or contractor site.

y) Provide an information mechanism to update FOS/HM personnel on current contract issues.

z) Provide necessary personnel, material and tools needed to assist INS offices with the excessing of hardware and software.

aa) Provide necessary personnel to maintain an accurate hardware inventory.

bb) Provide necessary personnel to assist the INS with the school partnership program.

3.2 Performance Incentives

The table below provides the performance incentives for the Maintenance SLA. All performance incentives can not exceed +/-2%.

Maintenance - Performance Incentives						
Element	**Requirement**	**Standard**	**Measure-ment Interval**	**Source**	**Performance Factor**	**Calculations**
On-call maintenance response time	Restore service within 4 hours, LAN Servers and equipment 90 days after completion of their inventory	[redacted] of out of service equipment restored to service within 4 hours from notification	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ of total monthly price for equipment covered by the standard on-call maintenance support @ +/-1% variance*	Performance = Actual time to restore equipment to service
Depot Maintenance	Repair and ship equipment within 2 business days and 5 business days for laptops	[redacted] of equipment repaired and shipped within 2 business days or 5 business days for laptops	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ total monthly price for depot maintenance support @ +/1% variance	Performance = Actual time to repair and return equipment

3.2.1 Contractor Payment

a. Contractor Payment For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a

Use or disclosure of proposal data is
Subject to the restriction on the title page

reduction or increase is appropriate, regardless of the period in which the performance occurred.

e. Performance incentives will not exceed 2% of the related maintenance service.

3.2.2 Example of Determination of Reduction

a. Assume an annual on-call maintenance rate of $6,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $1,500,000 ($6,000,000/4).
d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
e. Assume that the contractor only achieved a 95% four (4) hour on-call maintenance return to service response time.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $1,500,000
Number of on-call maintenance requests: 100
Number of on-call maintenance items restored to service within 4 hours: 95
On-call maintenance restored to service within 4 hours: 95%
Incentive based on +/- 1% variance, the maximum amount allowed to be deducted is 2%
Variance: 3%
Total Reduction for the Quarterly Period: **$30,000** ($1,500,000 times .02 variance)

3.2.3 Example of Determination of Performance Credit

a. Assume an annual on-call maintenance rate of $6,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $1,500,000 ($6,000,000/4).
d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
e. Assume that the contractor achieved a 100% four (4) hour on-call maintenance return to service response time.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

h. The total estimated credit for exceptional performance is:

Use or disclosure of proposal data is
Subject to the restriction on the title page

Number of on-call maintenance requests: 100
Number of on-call maintenance items restored to service within 4 hours: 100
On-call maintenance restored to service within 4 hours: 100%
Incentive based on +/- 1% variance
Variance: 2%
Total Performance Credit for the Quarterly Period: **$30,000** ($1,500,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

a) Act as the central point for receiving and providing hardware and software maintenance information.

b) Describe the process used to ensure end-users know the procedures to obtain hardware maintenance services.

c) Provide all known inventory data to allow for a thorough analysis of contract baseline equipment counts by location.

d) Provide timely property tag coordination and approval to remove property or parts and material from site.

e) Ensure the list of equipment covered for both preventive and remedial maintenance is included in the INS Property Management System inventory tracking system or the most comprehensive delivery system e.g., Asset Management Information System (AMIS), Intelligent Procurement System (IPRO) and/or the Information Technology Tracking System (ITTS).

f) Provide WGSI timely access to the equipment maintained by the contract.

g) Track all equipment maintained by separate agreements with the Original Equipment Manufacturer (OEM) or a 3rd party.

h) Pay shipping charges to the Depot, exclusive of Laptops.

i) Exclude International Data Products (IDP) Laptop Computer from the 5-day return-to-service provision.

j) Authorize equipment not covered in FOS/HM Contract for repair.

k) The Government will provide space at each location adequate to store spare parts and at each of the locations a secure office space. This office should be 10 x 10, with telephone access and LAN connection where WGSI has dedicated CREs. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.

Use or disclosure of proposal data is
Subject to the restriction on the title page

l) Remedy software licenses to support 6 fixed/floating users.

m) INS will coordinate with WGSI to ensure connectivity of the DS1 telecommunications line between 425 I Street (INS) and WGSI facility in McLean, VA.

n) Provide timely review and comments of inventory plans and deliverables.

5. Conclusion

a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

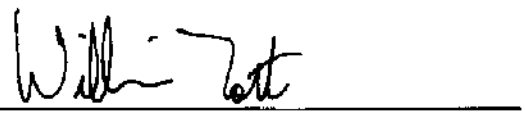
b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 45 calendar days after approval by both parties.

c) The terms of this SLA are effective 11/1/98.

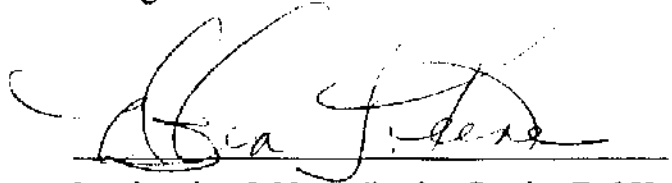
Use or disclosure of proposal data is
Subject to the restriction on the title page

Service level and procedures herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Representative

[redacted] (b)(6)

Service Provider Representative Signature

[redacted]

Service Provider Contracts Representative Signature

Attachments:

A: Equipment Maintained On "On-Call" Basis

B: Equipment Maintained On "Per-Call" Basis

C: Items Maintained Through Separate Agreement with OEM/3rd Party

D: Equipment Not Covered by FOS/HM Contract

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment A: Equipment Maintained On "On-Call" Basis

Bar Code Readers and Scanners

Bar Code Printers

Dumb LAN Hub

Personal Computers - 486 SX/DX

Personal Computers - Pentium

Personal Computers – Macintosh

Personal Computers – Portable

Personal Computers – LAN Servers

Paper Handling Devices – Bursters/Decollaters

Plotters

Printers – Laser

Printers – Line

Printers – Letter Quality

Remote Communication Controllers Units

Scanners – Flatbed

Scanners – Handheld

Scanners – Fingerprint

Q-Matic CMIS-Number Boards

ETC Call Sequencer

IBM 3160 Printing System

Hand Geometry Scanner

IBM 3174 – 1R Multiplexor

IBM 3274 - 41C Controllers

Floppy Disk Drive – External

Hard Disk Drive – External

Hard Disk Drive Array – External

CD-ROM/WORM – Single External

CD-ROM/WORM – Multiple External

Tape Backup Unit – External

Sun Spare 2

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment B: Equipment Maintained On "Per-Call" Basis

Terminals

CNT Channel Extenders, Model 5320-PTP

3420 Tape Drive

3803 Tape Drive Controller

3480 – A22 Magnetic Tape Subsystem

3480 – B22 Magnetic Tape Unit

Pyramid Model XXX

HP-9000

Mini Computer – Sequent S30

Mini Computer – HP E Series

Mini Computer – Data General MV5500

Mini Computer – Data General MV5600

Mini Computer – IBM System 36

Mini Computer – HP K-200 Series

Xerox 4090X Printing System

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment C: Items Maintained Through Separate Agreement with OEM/3rd Party

Mini Computer – Netframe 450

Mini Computer – Netframe 8500

Ask Immigration System with VCS3500T

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment D: Equipment Not Covered in FOS/HM Contract

Computer monitors over 17"

Computers with 386-class or lower-CPUs

Older Equipment e.g., dot-matrix printers

Use or disclosure of proposal data is
Subject to the restriction on the title page

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-007 dated September 8, 1998

Prepared for:

Robert Beaty
Contracting Officer
Immigration and Naturalization Service
Headquarters Procurement
425 I Street, NW, Room 2102
Washington, DC 20530

Prepared by:

Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299

October 26, 1998(Amended October 29, 1998)

Restriction on Use or Disclosure Statement

This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of, or in connection with, the submission on this data, the Government shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in sheets which have the restriction legend.

TASK ORDER 7 - MAINTENANCE

CLIN	Maintenance Summary	Unit/Mos	# of mos	Cost	G&A	Total
	H/W Maintenance	$	11			$
	(see backup for CLIN detail)					
	H/W Maintenance	$	11			$
	Total H/W Maintenance Summary			$		$

CLIN	Labor Category	Hours	Rate		
1601	PPM Labor Rate	4,600			$
1602	OPPM Labor Rate	1,400			$
	Total T&M Summary	6,000			$

CLIN	Labor Category	FTE's	Hours	Rate	
00-3102	Technical Manager	1	1727		$
	Total Labor Summary	1	-		$

	Labor Categories for Overtime	OT Hours	OT Rate	
00-3102 AA	Technical Manager	86		$
	Total Labor Summary for OT	86		$

	Travel Summary	Cost	G&A	
4002	CONUS			$
	Total Travel			$

	Material Summary	Unit/Mos	# of Mos	Cost	G&A	
4001	Shipping					$
4001	Material		11.0			$
4001	NetFRAME Support		11.0			$
4001	Microlog Support		11.0			$
4001	DS1 (1.544 Kbps) (telephone lines)		11.0			$
	Total Material Summary					
	Total Task 7 Maintenance Summary	1	86	13,749,738	92,263	$ 14,609,484

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

b4

CLIN	DESCRIPTION	CLIN QTY	PRICE	EXT PRICE	Agreed QTY	4 Hr Return to Service	Personal Computers	Others
1011	Bar Code Readers and Scanners	2,339	$	$				$
1021	Bar Code Printers	314	$	$				$
1061	Dumb LAN Hub	-	$	$				$
1261	Personal Computers – 486 SX/DX	6,071	$	$			$	
1271	Personal Computers – Pentium	10,093	$	$			$	
1281	Personal Computers – Macintosh PC's	276	$	$			$	
1291	Personal Computers – Portable PC's	1,600	$	$			$	
1301	Personal Computers – LAN Servers	3,000	$	$				
1302	Personal Computers – LAN Servers OPPM	3,000	$	$				
1311	Paper Handling Devices-Bursters/Decollators	10	$	$				
1321	Plotters	20	$	$				$
1351	Printers – Laser Printers	3,968	$	$				$
1361	Printers – Line Printers	161	$	$				$
1371	Printers – Letter Quality Printers	3,302	$	$				$
1381	Remote Communication Controllers Units	277	$	$				$
1401	Scanners – Flatbed Scanner	898	$	$				$
1411	Scanners – Handheld Scanner	7	$	$				$
1421	Scanners – Fingerprint Scanner	538	$	$				$
1431	Q-Matic CMIS-Number Boards	7	$	$				
1441	ETC Call Sequencer	3	$	$				$
1461	IBM 3160 Printing System	2	$	$				$
1462	IBM 3180 Printing System OPPM	2	$	$				
1481	Hand Geometry Scanner	2	$	$				
1521	IBM 3174-1R Multiplexor	2	$	$				$
1531	IBM 3274-41C Controllers	2	$	$				$
1541	Floppy Disk Drive-External	29	$	$				$
1551	Hard Disk Drive-External	54	$	$				$
1561	Hard Disk Drive Array-External		$	$				$
1571	CD-ROM / WORM - Single-External	283	$	$				$
1581	CD-ROM / WORM - Multiple-External	47	$	$				$
1591	Tape Backup Unit-External	241	$	$				$
1611	Sun Sparc 2	1	$	$				$
NOMAT	NO MATCH	369	$	$				
	Subtotal	36,896		$				
	Adjustment for no 4 hr return to service				$		$	$
	Adjustment factor for PCs							
	Adjustment factor for all other equipment							
	Total Monthly Recurring Charge for Maintenance							$ 1,118,110.30

TASK ORDER 7 - INVENTORY

(b)(4)

CLIN	Labor Category	FTE's	Hours	Rate	Total
00-3102	Technical Manager	1	1,727		$
00-3118	Senior Logistics Specialist	2	3,454		$
00-3148	Senior Consultant Software Engineer	0.909	1,570		$
00-3149	Software Engineer	1.818	3,140		$
00-3119	Logistics Specialist	1.636	2,826		$
01-3120	Logistics Technician/Inventory Specialist	1.636	2,826		$
00-3129	Certified Network Engineer	1.636	2,826		$
00-3105	DataBase Administrator	1.818	3,140		$
01-3113	Computer Systems Technician	4.455	7,693		$
	Sr. Computer Specialist	2.455	4,239		$
	Mid-Level Computer Specialist	1.636	2,826		$
00-3108	Systems Analyst	0.727	1,256		$
	Total Labor Summary	**21.73**	**37,523**		$

	Labor Categories for Overtime	OT Hours	OT Rate	
00-3102 AA	Technical Manager	86		$
00-3118 AA	Senior Logistics Specialist	173		$
00-3148 AA	Senior Consultant Software Engineer	79		$
00-3149 AA	Software Engineer	157		$
00-3119 AA	Logistics Specialist	141		$
01-3120 AA	Logistics Technician/Inventory Specialist	141		$
00-3129 AA	Certified Network Engineer	141		$
00-3105 AA	DataBase Administrator	157		$
01-3113 AA	Computer Systems Technician	385		$
	Sr. Computer Specialist	212		$
	Mid-Level Computer Specialist	141		$
00-3108 AA	Systems Analyst	63		$
	Total Labor Summary for OT	**1,878**	**-**	**$**

	Travel Summary	Cost	G&A
4002	CONUS		
4002	Local Travel		
	Total Travel		

	Other Direct Costs	Cost	G&A
4000	Facility Space		
4000	Temporary Inventory Support		
4000	Equipment Rental		
	Total Other Direct Costs Summary		

	Material Summary	Cost	G&A
4001	Hardware/Software		
4001	Material (Softech)		
	Total Material Summary		

Total Task 7 Inventory Summary	**22**	**39,399**	**2,028,500**	**101,977**	**$**	**3,970,885**

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

TASK ORDER 7 - INVENTORY STAFFING DETAIL

CLIN	Labor Category	FTE's	Start Date	End Date	
00-3102	Technical Manager	1	01-Nov-98	30-Sep-99	
00-3118	Senior Logistics Specialist	2	01-Nov-98	30-Sep-99	CAB Suppt (Lanny
			01-Nov-98	30-Sep-99	Team Lead for QA and excess
00-3148	Senior Consultant Software Engineer	2	01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
00-3149	Software Engineer	4	01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
00-3119	Logistics Specialist	2	01-Jan-99	30-Sep-99	QA Inventory Team
			01-Jan-99	30-Sep-99	Donation Program
01-3120	Logistics Technician/Inventory Speci	2	01-Jan-99	30-Sep-99	QA Inventory Team
			01-Jan-99	30-Sep-99	Donation Program
00-3129	Certified Network Engineer	2	01-Jan-99	30-Sep-99	Server Install
			01-Jan-99	30-Sep-99	Server Install
00-3105	DataBase Administrator	2	01-Nov-98	30-Sep-99	Training
			01-Nov-98	31-Mar-99	Server Install
01-3113	Computer Systems Technician	5	01-Nov-98	30-Sep-99	QA Inventory Team
			01-Nov-98	30-Sep-99	Donation Program
			01-Jan-99	30-Sep-99	Donation Program
			01-Jan-99	30-Sep-99	Forestville
			01-Jan-99	30-Sep-99	Forestville
00-3108	Systems Analyst	1	01-Feb-99	30-Sep-99	ITTS User Support
	Sr. Computer Specialist	2	01-Jan-99	30-Sep-99	Inventory Team
	Sr. Computer Specialist		01-Jan-99	30-Sep-99	Inventory Team
	Mid-Level Computer Specialist	2	01-Jan-99	30-Sep-99	Inventory Team
	Mid-Level Computer Specialist		01-Jan-99	30-Sep-99	Inventory Team

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

1. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	01/11/99	SID-9-00062	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div,
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X COW-7-C-0013
COW-9-P-0088

10B. DATED (SEE ITEM 13)
12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1591220/91SD.321B.845.00 $459,136.00 15X8598/91SD.321S.148.00 $301,265.0 Increase $760401.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
This Modification Has Changed The Obligated Amount
From $3,612,485.00 To $4,372,886.00
For A Net Increase of $760,401.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	1/11/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-9-P-0088 000001	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$760401.00	$760401.00

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0088	4. REQUISITION/REFERENCE NO.: SID-9-00027

5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn: [redacted] (b)(6)

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC

b. COMPANY NAME: 7900 WESTPARK DRIVE

c. STREET ADDRESS: SUITE 1105

MCLEAN | e. STATE: VA | f. ZIP CODE: 22102-4299

8. SHIP TO:

a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE

b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW

c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536

f. SHIP VIA:

8. TYPE OF ORDER

[ ] a. PURCHASE — REFERENCE YOUR: _____

[X] b. DELIVERY

Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/91SD.321S.14S.00

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))

[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	13. PLACE OF: a. INSPECTION	13. PLACE OF: b. ACCEPTANCE	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination	Destination	Destination		12/31/98	Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task 5, Field Operations Support, under contract COW-7-C-0013, for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this task is $25,874,909.02.					
1	D302 ADP SUPPORT SERVICES	1	LO	$3612485.00	$3612485.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)
			$0.00

21. MAIL INVOICE TO:

SEE BILLING INSTRUCTIONS ON REVERSE

a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH

b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034

c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

$3612485.00 — 17. (i) GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), la on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Task Order and Service Level Agreement 5 -- Field Operations Support

Part I, Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS99-005

Response Date: October 7, 1998 (Amended October 26, 1998)

3. Requirements

Task 1 - Information Technology Support Services for INS Field Offices

Wang Government Services Incorporated (WGSI) will meet the requirements for field office support. The Field Operations Support (FOS) project manager who is part of Task Order 1 -- Program Management is the focal point for all FOS activities. The FOS Project Manager and his deputies are tasked with providing seamless support between support supplied under separate task orders and this task. Support for foreign offices will be limited to travel from INS offices located within the borders of the United States.

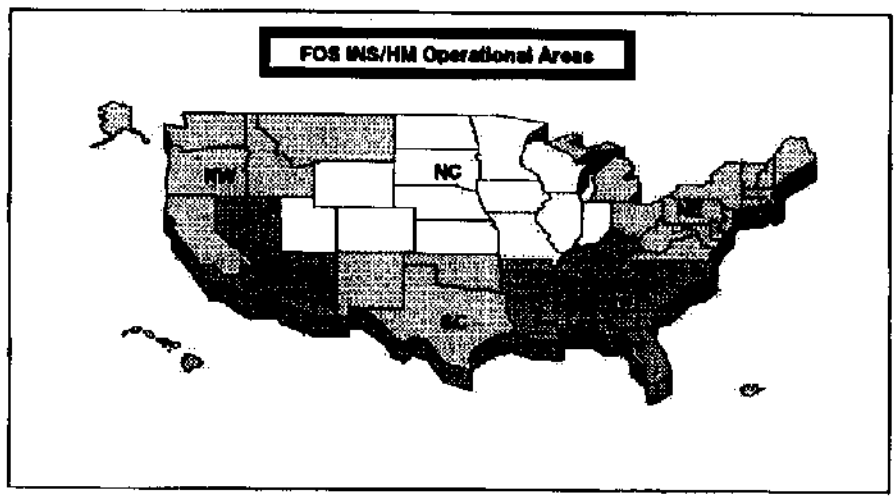
Theater Concept: WGSI understands that the Immigration and Naturalization Service (INS) uses a Theater Management concept to implement FOS. WGSI understands this concept was developed using geographic areas to develop the actual theaters. Within these theaters it is WGSI's understanding that the INS has an operating ratio of 1 support person for every 100 users.

Operational Areas: WGSI plans to implement the FOS program using operational areas. These operational areas encompass multiple theaters while maintaining, to the greatest extent possible, the integrity of the existing INS organizational structure. The FOS operational areas are shown in Figure 1. WGSI shares the belief held by INS management that the ratio of support staff to user population should be higher. There are several factors that bring WGSI to this conclusion including:

- a contractor support workforce, particularly at the Service Centers, which requires support and is not included in the user side of the ratio
- a growing workforce, which requires more support and training than a stable workforce
- a geographically dispersed user community
- INS's current initiative on the deployment of basic office automation and INS developed applications.

Use or disclosure of proposal data is
subject to the restrictions on the title page

Figure 1. FOS/HM Operational Areas



Service Requirements: There are three basic types of service that are required under this task order. The first type is for the day-to-day operational support of the INS field offices, this will include local area network (LAN) management, or any other type of support requested that would be handled on a regular basis. The second type of support is the handling of trouble calls for the field users. The INS Help Desk or the users calling the support staff directly without the benefit of the INS Help Desk initiating a trouble call could generate these calls. This support encompasses a wide range of services from printing problems, hardware maintenance, and supporting both commercial off-the-shelf (COTS) software and INS-specific applications. The third type of service required by the field could best be described as project support. Projects can be classified as support that requires planning, exceeds the available resources in an acceptable time frame, or is of long duration and requires dedicated support.

Use or disclosure of proposal data is
subject to the restrictions on the title page

Organizational Structure: WGSI will utilize an organizational structure that takes into account both the various types of service required under this task order and the theater management concept. The FOS Task Order 5 organization is shown in Figure 2.

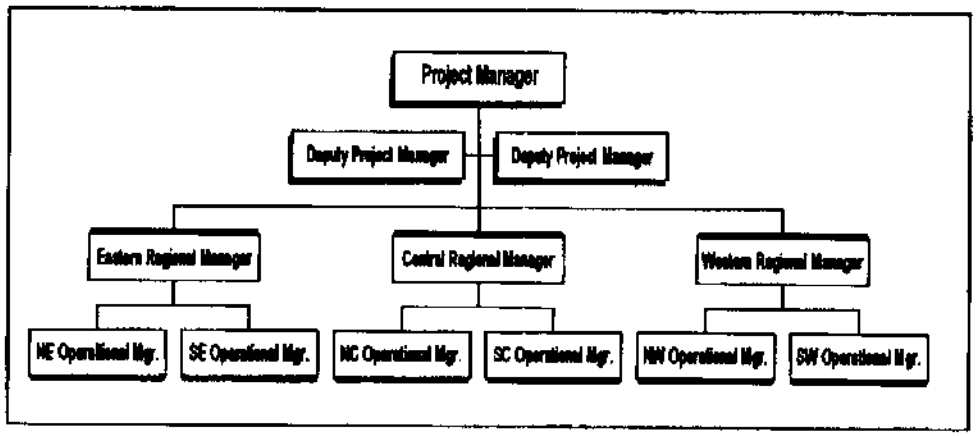


Figure 2. FOS Task Order 5 Organization

At the top of the FOS task order organization is the project manager. The project manager has overall responsibility for the FOS operations, and is the liaison between the WGSI and the INS program manager in the operations of this task. Two deputy project managers will assist the project manager with day-to-day operations.

Below the project manager, there will be three regional managers, who have responsibility for the FOS activities in their respective regions. Currently, WGSI has staffed two regional managers. These regional managers are located in Laguna Niguel, California at the Western Regional Office, and El Paso, Texas at the District Office (DO) for the Central Region. WGSI will staff a regional manager for the Eastern Region when a mutually agreed upon site is identified. While the Western Region's manager is located at the regional office, WGSI feels the placement of the Central Regional manager at the El Paso DO places the responsibility at a critical site within the region. These regional managers are proposed as Technical Manager, Operations.

Each region is subsequently divided into two operational areas that have managers responsible for activities in those operational areas. The sites with operational managers are the Burlington Administrative Center (Northeast Operations), the Miami DO (Southeast Operations), the Nebraska Service Center (North Central Operations), the Dallas Administrative Center (South Central Operations), the Los Angeles DO (Northwest Operations) and the San Diego DO (Southwest Operations). Operational managers work with the INS theater managers to stay apprised of support requirements within the theaters to maintain adequate support for the theater, or to request additional

Use or disclosure of proposal data is
subject to the restrictions on the title page

resources as needed. The operational managers are also tasked to work with the theater managers and the individual sites to develop a rotation of support staff within a theater to regularly visit all sites within the theater to ensure support is supplied to those sites without dedicated staff. The operational managers are also proposed as Technical Manager, Operations.

Within each operational area, there will be TMs for specific sites that are of sufficient size or complexity to require dedicated management support. These sites will include the Washington, DC area, Chicago, and any other sites (i.e., Buffalo, Seattle, etc.) that the INS deems necessary. These TMs have the responsibility for managing site specific resources, ensuring that support requests are documented and tracked, and that the required reports are completed. The TMs work with the operational managers to provide the required support throughout the theaters.

Smaller sites have individuals designated as site leaders. Site leaders report to the operational managers to maintain the required support for the staffed sites and the remote locations. Site leaders and the base workforce are tasked with the responsibility of providing the requested support to the INS field sites.

Travel Requirements: This management organization will necessitate extensive travel at the theater level for service requirements and at the operational and regional area levels to ensure that the support required is being supplied. Travel required by the Program Manager, Project Manager and the Quality Assurance (QA) Manager are part of Task Order 1 – Program Management.

Staffing and Recruiting: The WGSI FOS project manager will work with the INS program management staff to define the support required to reach and maintain correct staffing levels. Once staffing levels and locations have been defined, WGSI will recruit using the Staffing Plan outlined in Task Order 1 – Program Management.

Employee Development and Training. WGSI recognizes the INS objective of upgrading the skills of the field contract workforce. In addition, WGSI also recognizes the necessity to evolve field expertise as the field architecture evolves. Training is a critical component of all employees, including management. WGSI will work closely with INS program management to plan and execute a comprehensive training program.

WGSI will provide an Individual Development Plan (IDP) for each employee that requires a waiver. This IDP will be included as part of the employee's Performance Management Plan (PMP). An employee PMP is part of WGSI's policy to continually improve the qualifications and skills of its employees. To ensure that the employees are making progress on their IDP and PMP, it will be part of each manager's PMP to ensure

Use or disclosure of proposal data is
subject to the restrictions on the title page

that employees of that manager are making measurable progress. There will be a semi-annual review of the IDPs with reports back to the INS program management office on progress to date. It is WGSI's assumption that waivers of qualifications are limited to one year in duration, and can be renewed on the basis of significant progress towards gaining the required certifications of the position, and maintaining acceptable performance on the job. For positions requiring a degree or experience that can not be completed within the first year, WGSI assumes that a continuing waiver of qualifications will be granted as long as job performance is maintained at an acceptable level.

Employee Retention: WGSI realizes that retaining outstanding performers is as important as finding good candidates to both the INS and WGSI. We believe that retention of staff is based on tangible and intangible benefits. WGSI personnel policies are designed to contribute to the retention of employees, a few of these incentives are: a spot bonus program, raises based on performance, and training for staff.

Quality Assurance: Task Order 5 management will actively participate in the Quality Control (QC) Team. The QC Team (under Task Order 1 -- Program Management) will be formed to identify and recommend measures that correct problems or deficiencies identified in support of the INS/FOS HM contract and to institute changes designed to meet or exceed both the customer's and WGSI's service level expectations. The team will meet regularly and focus on deficiencies, recommendations, and suggested improvements obtained from customer surveys, field managers, support personnel, and others. This information is applied to procedures, standards, policies, and management actions in a bottom-to-top manner for all aspects of contract execution. The QC Team is composed of the Program Manager, the Project Manager and his deputies, and others who are involved in the day-to-day delivery of services to the INS under this contract. INS personnel are encouraged to attend. The Program Manager, or designee, ensures that the team identifies the problems in a non-threatening manner and reduces them to clear issues for resolution.

Subtask 1-1 - Systems Management Support. (Contract Section C.4.1) WGSI will provide systems management support under this task order. This support will be performed in conjunction with the NCC operations and the INS LAN management group to provide seamless and integrated support for the INS.

Subtask 1-2 - Site Relocation, Installations, and Integration (Contract Section C.4.6) WGSI will meet the requirements for this subtask. As previously stated work performed under this subtask can best be described as either project support, or a trouble call depending on the scope of the relocation, installation, or integration. While small projects do not require extensive planning, every effort will be taken to insure that the operating environment is not adversely affected by changes, and that the required

Use or disclosure of proposal data is
subject to the restrictions on the title page

tracking of things such as inventory changes are followed up on. A site relocation, installation and integration that is of a sufficiently large nature will be considered a project. Projects will be tracked separately by the site leader, and operational manager. WGSI does not need to be the primary responsible organization for it to be tracked as a project. On-going projects will be reported on a weekly and monthly basis as part of the standard reports. WGSI is aware that the role of a support organization is to maintain and enhance the abilities of the users to perform their day to day jobs. To this end WGSI will plan for site relocation, installation and integration projects to first maintain user operability, next to meet any required time frames and third to minimize the need for any overtime.

Subtask 1-3 - Documentation (Contract Section C.4.11) In most cases, WGSI will meet the governments stated requirements for documentation. The exception to this rule is COTS software applications and hardware documentation. Wang believes that, based on the fact that INS will procure these items, they should bear the responsibility to provide this documentation. Wang will assume the responsibility to maintain, store, and distribute this COTS documentation.

WGSI realizes that site specific documentation could exist and will need to be updated, but will recommend to the INS that a more standardized approach to documentation be pursued where possible. Any requests for the development of new documentation at either the site, regional, or headquarters level will be evaluated as a project and a level of effort needed to perform the project will be presented to INS management before development of new documentation will be undertaken.

Site leads will keep copies of all procedural, COTS and SDLC documentation that is provided or produced under this task order. Upon request by INS personnel, this documentation can be reproduced and distributed to the users. Site leads will also be responsible for receiving any bulletins, newsletters and other documentation from INS FOS/HM management to inform users about ADP operations and related support. Distribution of these materials will only occur after site management has granted approval.

Subtask 1-4 - Technical Support (Contract Section C.4.12) WGSI respectfully submits that software development is not covered in the current contract, and therefore declines to support any such effort. However, WGSI will meet the remaining requirements of this subtask. The support areas described in this section span all three types of services required under this task. Day to day operational support activities will be coordinated with site management and theater managers. Trouble calls will be tracked using the Remedy system at the INS Help Desk. Project type support will be handled as previously explained. It is WGSI's intent to staff theaters with a mix of labor categories that will be able to support a majority of the requirements of a theater. If theater resources do not

Use or disclosure of proposal data is
subject to the restrictions on the title page

meet specific needs, a request will be made to the operational area manager to provide support. If the necessary support can not be found within the operational area, it will be brought to the attention of the regional manager. If the support still does not exist, it will be brought to the FOS project manager to find the resource either within the whole task or contract. Using the existing staff as a baseline for support, WGSI will work with the INS program manager and the individual regions and theaters to develop the appropriate staffing mix for the FOS task. This will be an on-going process, as the needs and the requirements for support change; the staffing mix will have to be reviewed. Training of the existing staff to meet the changing requirements will be WGSI's first choice to meet the new requirements, but WGSI will work with the INS to have the appropriate workforce in place.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is 1 November 1998 through 30 September 1999.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

WGSI expects the work to be performed at INS locations.

6. Deliverables

WGSI agrees to provide the INS with the deliverables listed in this task order.

7. Security Requirements

WGSI will meet the governments stated security requirements.

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is
subject to the restrictions on the title page

Part II. Service Level Agreement

1. Contract Number/Task Order Number: COW-7-C-0013/FOS99-005

2. Introduction

a. Organizations Involved

(1) Service Provider: WANG Government Services, Inc. (WGSI)

(a) POC Names: [redacted] Project Manager (b)(6)

(b) Location: 800 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (703) 827-3096 [redacted]

(2) End User Organization:

(a) POC Names: Glenn Hall

(b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) Telephone Numbers: (202) 616-7655

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. Responsibilities of Service Provider (WGSI)

3.1 WGSI agrees it will:

a) Maintain effective staffing levels for the Eastern, Central, and Western regions and their respective geographical theaters with FOS/HM personnel.

b) Meet INS adjustments to FOS/HM staffing levels within 60 working days after receipt of written notification to adjust the staffing levels.

Use or disclosure of proposal data is
subject to the restrictions on the title page

c) Respond to field-site needs and priorities.

d) Coordinate support activities with Theater Managers.

e) Make arrangements with INS for facility access.

f) Maintain an effective line of communication between the WANG Project Management Office staff in Washington DC, the WANG Field Representatives and the INS Theater Managers.

g) Manage and administer WANG personnel matters such as time and attendance, personnel issues, vacations, and work assignments.

h) Provide travel trip reports to INS Site Manager, as required and agreed-upon.

i) Conduct periodic surveys with the Theater Managers to monitor customer satisfaction.

3.2 Performance Incentives

The table below provides the performance incentives for the Field Operations SLA.

(b)(4)

FOS - Performance Incentives						
Element	**Standard**	**Performance Requirement**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**
Employee Staffing	FOS on-site staffing maintained at [redacted]	No deviation from the established standard	Quarterly	INSight, Manning Reports, Invoices	+/- 1% for staffing; +/- 1% variance; 3% of labor price as maximum incentive	Performance = Actual on-site employee staffing measured at the project level plus candidates submitted to INS for security clearance(s) for over 30 days.
Dependencies						
•						
•						
•						
•						

3.2.1 Contractor Payment

Use or disclosure of proposal data is subject to the restrictions on the title page

a. Contractor Payment for performance of service that meets the standard, the contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

e. The total amount of incentive or penalties shall not exceed 3% of the total invoice value for labor.

3.2.2 Example of Determination of Reduction

a. Assume an annual task order value of $9,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $2,250,000 ($9,000,000/4).
d. Assume the standard requires an 87% FOS on-site staffing level.
e. Assume that the contractor achieved a 85%.
f. Assume that the adjustment is equal to the percentage variance.
g. Assume the calculation is determined by:

$$\frac{\text{Number of FOS personnel on-site}}{\text{Number of FOS authorized positions}} = \text{FOS Staffing}$$

h. Assume the total adjustment is capped at +/- 3%.
i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $2,250,000
Number of FOS authorized positions: 300

Use or disclosure of proposal data is
subject to the restrictions on the title page

Number of personnel on-site and submitted for security clearance (over 30 days): 255
FOS Staffing: 85%
Adjustment is equal to the percentage variance
Variance: 2%
Total Reduction for the Quarterly Period: **$45,000** ($2,250,000 times .02 variance)

3.2.3 Example of Determination of Performance Credit

a. Assume an annual task order value of $9,000,000.
b. Assume that the measurement is quarterly.
c. Assume the amount placed at risk is $2,250,000 ($9,000,000/4).
d. Assume the standard requires an 87% FOS on-site staffing level.
e. Assume that the contractor achieved a 89%.
f. Assume that the adjustment is equal to the percentage variance.
g. Assume the calculation is determined by:

$$\frac{\text{Number of FOS personnel on-site}}{\text{Number of FOS authorized positions}} = \text{FOS Staffing}$$

h. Assume the total adjustment is capped at +/- 3%.
i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $2,250,000
Number of FOS authorized positions: 300
Number of personnel on-site and submitted for security clearance (over 30 days): 267
FOS Staffing: 89%
Adjustment is equal to the percentage variance
Variance: 2%
Total Performance Credit for the Quarterly Period: **$45,000** ($2,250,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

a) Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.

b) Assess the operational requirements within the theater.

Use or disclosure of proposal data is subject to the restrictions on the title page

c) Direct or re-direct information technology resources.

d) Provide assistance outside the theater if directed by the Director of User Services.

e) Establish task priorities.

f) Provide technical oversight.

g) Monitor WANG's performance.

h) Provide oversight and management of the FOS support and resolve conflicts between Theater Managers and WGSI. (User Services Branch)

i) Establish the staffing levels for INS Regions and Theaters to measure WGSI's performance. The established staffing level for Task Order 5, Field Operations, is reflected in WGSI's cost proposal dated October 7, 1998.

j) Monitor performance based on established staffing levels. Provide 60 working days to WGSI to meet the established performance measures. This 60 working day period shall start upon written notification to WGSI of an INS adjustment to the required FOS/HM staffing level.

4. Conclusion

a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c) The terms of this SLA are effective November 1, 1998.

Use or disclosure of proposal data is subject to the restrictions on the title page

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Contract Representative Signature

Attachment(s):

INS FOS/HM Theaters by Region

Use or disclosure of proposal data is subject to the restrictions on the title page

INS FOS/HM Theaters by Region

Eastern Region

Baltimore
Boston
Buffalo
Detroit
Florida
Georgia
Glynco
Maine
New Orleans
New York City
Ohio Area
Philadelphia
San Juan Area
Vermont
Vermont Service Area
Virginia

Central Region

Chicago
Del Rio
Denver
Grand Forks
Houston
Kansas/Missouri
Laredo
Montana
Nebraska Service Center
Northern Texas
San Antonio
South Texas
Texas Service Center
Twin Cities
West Texas

Use or disclosure of proposal data is
subject to the restrictions on the title page

INS FOS/HM Theaters by Region (continued)

Western Region

Arizona
California Service Center
Los Angeles
Northern California
Pacific Northwest
Pacific Ocean
Portland, Oregon
San Diego

Use or disclosure of proposal data is
subject to the restrictions on the title page

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	01/12/99	SID-9-00067	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE FACILITY CODE

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-9-P-0090

10B. DATED (SEE ITEM 13)
12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1591220/91SD.321B.876.00$100,000.00 15X8598/91SD.321S.68S.00 $100,000.00 Increase $200000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $200,000.00 To $400,000.00
For A Net Increase of $200,000.00

This Modification has changed the total amount from $200,000.00 to $400,000.00 for a Net Increase of $200,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 1/26/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC.	CONT'D.	PAGE	OF
	COW-7-J013 COW-9-P-0090 000001		2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D30100 ADP FACILITY OPER & MAINT SERVICES FOB: Destination	1	LO	$200000.00	$200000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDI OR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER	2. CONTRACT NO. (If any)
10/01/98	COW-7-C-0013
3. ORDER NO.	**4. REQUISITION/REFERENCE NO.**
COW-9-P-0090	SID-9-00014

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn: (b)(6)

a. NAME OF CONTRACTOR
WANG GOVERNMENT SERVICES, INC

b. COMPANY NAME
7900 WESTPARK DRIVE

c. STREET ADDRESS
SUITE 1105

MCLEAN | a. STATE VA | f. ZIP CODE 22102-4299

8. SHIP TO:
a. NAME OF CONSIGNEE
U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS
RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY WASHINGTON D | d. STATE DC | e. ZIP CODE 20536
f. SHIP VIA

8. TYPE OF ORDER
☐ a. PURCHASE
REFERENCE YOUR
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/91SD.321S.68S.00

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		12/31/98	Net 30 Days

13. PLACE OF
a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for task 4, Headquarters Operations Support, under contract COOW-7-C-0013, for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this task is $1,535,260.16					
1	D302 ADP SUPPORT SERVICES	1	LO	$200000.00	$200000.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

17(h) TOT. (Cont pages) $0.00

21. MAIL INVOICE TO:
a. NAME US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034
c. CITY WASHINGTON | d. STATE DC | e. ZIP CODE 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(i) GRAND TOTAL $200000.00

22. UNITED STATES OF AMERICA
BY (Signature)

23. NAME (Typed)
Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA: FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

(b)(6)

WANG GLOBAL

[redacted]
Vice President, Contracts

29 October 1998
JOS/155/98

Robert N. Beaty
Contracting Officer
Immigration and Naturalization Service
425 I Street, N. W. Room 2102
Washington, D.C. 20536

Subject: Contract Number COW-7-C-0013, Task Order FOS99-004
Revised Proposal Submission

Reference: Statement of Work dated August 21, 1998

Dear Mr. Beaty:

Wang Government Services Inc. (Wang) is pleased to submit the enclosed revised Technical and Cost Proposals under the subject contract in response to the referenced Statement of Work for Headquarters' Automated Data Processing Operations. This proposal is offered on a Time and Material basis and will remain valid for 30 days.

This submission incorporates the agreements reached during negotiations. Wang looks forward to continuing our partnership with INS. If you require any additional information or have any questions, please feel free to contact [redacted] at 703/827-3474 or myself at 703/827-3318.

Sincerely,

[redacted]
Vice President Contracts

Encl. a/s

cc: G. Hall, INS
R. Murray, INS
B. Totten, INS
[redacted] Wang

7900 Westpark Drive • McLean, VA 22102-4299 | Wang Government Services, Inc.
tel: 703 827 3316 • Mobile: 703 827 3000 • fax: 703 827 3900 • [redacted]@wang.com • Internet: http://www.wang.com

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-004 dated August 21, 1998 (Revised 9/3/98)

Prepared for:

Robert Beaty
Contracting Officer
Immigration and Naturalization Service
Headquarters Procurement
425 I Street, NW, Room 2102
Washington, DC 20530

Prepared by:

Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299

October 7, 1998 (Amended October 29, 1998)

Restriction on Use or Disclosure Statement

This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of, or in connection with, the submission on this data, the Government shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in sheets which have the restriction legend.

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 4 – Headquarters Operations

Contract Number/Task Order Number: COW-7-C-0013/FOS99-004

Date of Order: 8/21/98
Date of Response: 10/7/98 (Amended 10/29/98)

PART I. TASK ORDER

Wang Government Services, Inc. (WGSI) agrees to meet the requirements stated in this task order. Staffing and management support will be provided to facilitate Information Technology operations at INS Headquarters. WGSI support is detailed in the following paragraphs.

3. Requirements and Deliverables

Task 1 – Information Technology (IT) Support Services for Headquarters Operations

Subtask 1-1 – Computer Operations Support.
WGSI will provide Computer Operations Support in the Data Center at the Chester Arthur Building (CAB) on a 24 hours/day, 7 days/week basis, to include the following:

- Backup and archiving activities for the UNIX and Data General platforms
- Proactive supply management to insure the printing capability for 24 hours by 7 days requirement.
- Facility management of INS ADP data center. Insure all access to the ADP data center is in accordance with the INS security policy. Report any problems to the ADP branch manager and INS facilities security.
- Provide limited hardware recovery and coordination of problem escalation procedure.
- Monitor and control the output processing through use of the MVS system console.
- Manage events within the ADP data center through use of audit and tracking systems, e.g., Production Daily Report.
- Develop and monitor the supply inventory system.

Use or disclosure of proposal data is
Subject to the restrictions on the title page

- Develop assortment of reporting mechanism to insure the ADP branch is kept informed of all critical activities within the premise of ADP data center.

- Monitor and implement corrective action on the RAFACS' NetWare servers

- Perform limited hardware malfunction preventative procedures such as replacement of consumable parts for printers, vacuuming and cleaning of internal as well as external components of printers and limited reactive response to certain printer error codes.

- Provide recommendations on supply vendor issues such as the rebate program to generate credit on expended consumables.

- Provide technical input on various topics such as the UPS (Uninterrupted Power Supply) and ADP floor plan review to insure that all hardware requirements are satisfied in the floor design specification.

- Interface with the hardware vendors to monitor vendor's service level commitment and report any discrepancy to ADP Branch Manager.

- Generate periodic reports regarding performance of given hardware devices to determine the overall availability.

Subtask 1-2 – Production Control Support.

WGSI will provide Production Control Support on a 24 hours/day, 7 days/week basis for INS application systems that are operational at the Justice Department Data Centers (JDCs) in Rockville, MD, and Dallas, TX, and at the Headquarters Operations Center. Support includes:

- Monitor and control all aspects of production batch and online environment through use of MVS/TSO facilities control.

- Provide applications system recovery and coordinate problem escalation procedure.

- Manage events within the production control environment through use of audit and tracking systems, e.g., Production Daily Report.

- Develop reporting mechanisms to insure the ADP Branch Manager is kept informed of all critical activities within the INS production control and its system environment.

- Monitor and implement corrective action on the RAFACS' NetWare servers.

Use or disclosure of proposal data is
Subject to the restrictions on the title page

- Control and implement corrective action for all applications systems under the control of CA Scheduler.
- Provide problem determination for batch jobs controlled by CA Scheduler that terminates abnormally.
- Provide on request and ad hoc job processing for the Database and Applications Programming Group.
- Restore data sets upon request.
- Provide problem resolution support to the INS Help Desk for mainframe related issues.
- Manage and coordinate production turnover for new applications systems through the INS SDLC Production Turnover Procedure.
- Coordinate all activities associated with system outages with JDC data centers, HQ Operations Center and Help Desk support organizations. Broadcast all outage notification to the end users via TeleView and Ccmail. Provide central point of coordination for these activities.
- Provide technical input on the evaluation of automation products, including CA Unicenter, OPS MVS II and other software products, that facilitate efficient control of the Production Control Environment.

Subtask 1-3 – Magnetic Media Library Management and Control.

WGSI will manage and control INS Magnetic Media Libraries located at the Headquarters Operations Center. Support tasks include:

- Initialize the cartridge tapes for use by users processing their batch run on the COW system.
- Setup cartridge tapes for delivery to FBI HQ via a courier.
- Monitor the Tape Management Subsystem (TMS) report once access to this subsystem is granted.

Subtask 1-4 – DASD Management and Control.

WGSI will provide DASD Management and Control, to include:

Use or disclosure of proposal data is
Subject to the restrictions on the title page

- Manage data sets, develop naming conventions, and monitor data sets.
- Perform backups.
- Monitor DASD usage; provide input to ADP Branch Manager for billing purposes.

Subtask 1-5 – Capacity Planning.

WGSI will provide Capacity Planning support including:

- Gather data using performance monitoring tools such as CA-MICS and other tools (e.g., SMF) that provide information about allocation and use of computing resources.
- Analyze data and develop workload projections. This data is submitted to the JDCs for projecting growth trends and future system usage.
- All information gathered and processed is incorporated into the JDCs Capacity Plan.

Subtask 1-6 – Contingency Planning.

WGSI will update and maintain the INS ADP Contingency Plan through the following support activities:

- Review the current Contingency Plan and identify changes in the business environment that have occurred since the date of the plan.
- Facilitate the identification of changes to the business environment by developing a questionnaire to be provided to the INS systems managers, database administrators, and application programmers. This questionnaire will be developed and distributed as coordinated with and approved by the INS ADP Operations Branch manager.
- Perform a business impact analysis on the changed business environment.
- Develop detailed system recovery procedures based on the business impact analysis and the current computing system environment. The objective of the recovery procedures is to facilitate continuity of operations.
- Review and test the plan annually.

Subtask 1-7 – Documentation.

WGSI will develop and maintain the following documentation:

Use or disclosure of proposal data is
Subject to the restrictions on the title page

- Existing and new procedure manuals and related documentation concerning functions performed and services provided under this Task Order.

- Change notices, system outage notices, and other written documentation as required to inform users about ADP operations and related support.

- SDLC documentation updates.

Subtask 1-8 – Technical Support.

WGSI will work with INS ADP Operations Branch management to define and prioritize technical support projects. Some projects may require technical support not identified in the aforementioned subtasks of this Task Order, or may require a level of effort greater than that proposed to support the other subtasks. In these situations and at INS' request, WGSI will submit separate proposals to the INS that address the identified technical support projects.

Subtask 1-9 – Systems Security Support.

WGSI will provide computer security support for technical security systems including the following activities:

- Insure integrity of all data using INS-provided tools such as CA-Top Secret.

- Control passwords across multiple systems using the INS Password Issuance Control System (PICS).

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

The INS Task Manager and the WGSI Technical Manager shall establish the work schedule no later than 30 days after the effective date of this task order.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

The proposed personnel supporting Production Control and Computer Operations will be located in the Chester Arthur Building (CAB) at 425 I Street, NW, Washington D.C. All other proposed personnel will be located at 801 I Street, NW, Washington D.C.

Use or disclosure of proposal data is
Subject to the restrictions on the title page

6. Deliverables

WGSI will provide weekly and monthly task management status reports. These reports will address the status items identified in the Task Order.

Additional deliverables and work products shall be defined by the INS Task Manager and the WGSI Technical Manager no later than 30 days after the effective date of this task order.

WGSI will also provide ad hoc operational and administrative reports as requested by INS management. The staff proposed herein will support these reports. WGSI will notify INS if the requirements for ad hoc reports exceed the proposed level of effort.

7. Security Requirements

WGSI will meet the INS security requirements. With the consent of INS, certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section. WGSI will provide courier service, on a requested basis, to deliver outputs or other materials to designated locations.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

9. Proposed Staffing

To satisfy the requirements and to provide the deliverables identified above, WGSI proposes the following staff:

Management

1 Technical Manager
1 Systems Analyst (documentation and operations support)

Production Control / Computer Operations

1 Senior Systems Analyst
3 Systems Analysts (Full Time)

Use or disclosure of proposal data is
Subject to the restrictions on the title page

3 Systems Analyst (Part Time/On Call)
7 Lead Computer Operators (Full Time)
3 Lead Computer Operators (Part Time/On call)

Technical Support (all full time)
2 Systems Programmers (Magnetic Media and DASD)
1 Senior Systems Analyst (Capacity planning)
1 Systems Analyst (Contingency planning)
2 Systems Analysts (Systems security)
2 Lead Computer Operators (Systems security)
1 Systems Programmer (UNIX)
1 Database administrator (IDMS)

The staffing above totals 23 full time positions and 6 part time / on-call positions. The part time / on-call positions are utilized to cover weekend work as well as coverage in case of absences.

The proposed staffing results in the staffing level suggested by INS as depicted below.

INS RECOMMENDED STAFFING – Production Control & Operations

	Lead Computer Operator	Systems Analyst	Senior Systems Analyst
M – F day shift	3	1	1
M – F second shift	2	1	
M – F third shift	2	1	
S / S day shift (part time)	1	1	
S / S second shift (part time)	1	1	
S / S third shift (part time)	1	1	

TOTAL = 11 full time; 6 part time

PROPOSED STAFFING – Production Control & Operations

	Lead Computer Operator	Systems Analyst	Senior Systems Analyst
M – F day shift	3	1	1
M – F second shift	2	1	

Use or disclosure of proposal data is
Subject to the restrictions on the title page

M – F third shift	2	1
S / S day shift	1	1
S / S second shift	1	1
S / S third shift	1	1

TOTAL = 11 full time; 6 part time

Use or disclosure of proposal data is
Subject to the restrictions on the title page

PART II. SERVICE LEVEL AGREEMENT

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-004

2. **Introduction**

a. Organizations Involved

(1) Service Provider: WANG Government Services, Inc. (WGSI)
- (a) POC Names: [redacted] (b)(6)
- (b) Location: 801 I Street, NW, Washington, DC 20001
- (c) Telephone Numbers: (202) 616-7655

(2) End User Organization:
- (a) POC Names: Mr. Ray Murray
- (b) Location: 801 I Street, NW, Washington, DC 20001
- (c) Telephone Numbers: (202) 514-2086

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (WGSI)**

3.1 WGSI agrees it will:

a) Provide computer operations and production control support and staffing coverage 24 hours per day, 7 days per week.

b) Operate and monitor the INS environment at the HQ Operations Center including MVS peripheral equipment, minicomputers (including UNIX-based systems), microcomputers, and Local Area Networks (LANs) as identified in Part I, Subtask 1-1 and Subtask 1-2, above.

c) Perform printing services, backup and archiving procedures, disaster recovery, and prevention procedures.

d) Provide, as a minimum, the following production control support: job scheduling, job submission, job recovery/restart, problem determination and user notification, input preparation, input/output control, output distribution, and file backup and recovery.

Use or disclosure of proposal data is
Subject to the restrictions on the title page

e) Operate and maintain magnetic media libraries located at the HQ Operations Center and the JDC-D.

f) Respond to user requests to manage data sets resident on INS tapes; operate and maintain an automated media library management system; and maintain and execute a magnetic media rehabilitation and disposal program.

g) Manage and control Direct Access Storage Devices (DASD).

h) Establish storage management procedures and rules, and use INS-provided automated storage management tools as identified in Part I, Subtask 1-3 and Subtask 1-4, above.

i) Respond to user requests for disk storage space; maintain the integrity of INS data sets residing on DASD; maintain files and perform data base backup and recovery procedures; perform disaster/recovery support; and monitor DASD usage.

j) Analyze plans, develop workload projections, and prepare an annual Capacity Planning Report.

k) Update, administer, test, and maintain the INS ADP Contingency Plan.

l) Develop new, and maintain existing procedure manuals and related documentation concerning functions performed and services provided under this Task Order. Develop change notices, system outage notices, and other written documentation as required to inform users about ADP operations and related support. Update INS SDLC documentation associated with the subtask activities identified in Part I, above.

m) Provide technical assistance to support operating systems, DBMS, and commercial software applications in accordance with the activities identified in Part I, Subtask 1-8, above.

n) Provide computer security support for INS-provided technical security administration tools such as CA Top Secret and IDMS IDD, and various access control services for user access to INS applications and databases.

o) Provide a courier service, on request, to deliver outputs or other materials to designated locations.

3.2 Performance Incentives

The following table provides the performance incentives for the HQ Operations SLA:

Use or disclosure of proposal data is
Subject to the restrictions on the title page

(b)(4)

Headquarters Operations Performance Incentives						
Element	**Requirement**	**Standard**	**Management Interval**	**Source**	**Performance Factor**	**Calculations**
Production Control Support	See contract Section C.4.3	[redacted] of jobs completed within schedule	Quarterly	Exception Report	+/- 1% total monthly price for production control operations (labor only) as reflected in individual task order @ +/- 2% deviation. Maximum of +/- 3%	Performance = Record of actual jobs completed
Staffing of Technical Support	See contract Section B.4	[redacted] of the below designated positions filled and on-board	Quarterly	Staffing report	$1000 +/- for each person to a maximum of $2000 / month	Staffing = people on-board or in security > 30 days

3.2.1 Contractor Payment

a. For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

d. When the reason for a job failing to complete on schedule is due to circumstances or causes outside the control and responsibilities of WGSI, the job will be considered to have completed on schedule for purposes of calculating incentives under this service level agreement.

e. For purposes of the staffing Performance Incentive, the following positions comprise the group to be measured:

Use or disclosure of proposal data is
Subject to the restrictions on the title page

Management
1 Technical Manager
1 Systems Analyst (documentation and operations support)

Technical Support
2 Systems Programmers (Magnetic Media and DASD)
1 Senior Systems Analyst (Capacity planning)
1 Systems Analyst (Contingency planning)
2 Systems Analysts (Systems security)
2 Lead Computer Operators (Systems security)
1 Systems Programmer (UNIX)
atabase administrator (IDMS)

3.2.2 Example of Determination of Reduction (Production Control Support)

a. Assume an annual task order value of $1,000,000.
b. Assume the measurement is quarterly.
c. Assume the amount placed at risk is $250,000 ($1,000,000/4).
d. Assume the standard for Production Control is 100% of jobs completed within schedule.
e. Assume that the contractor only achieved a 97% job completion rate within schedule.
f. Assume + / - 2% deviation.
g. Assume the incentive is based on - 1% of the monthly invoiced price.
h. Assume the calculation is determined by:

$$\frac{\text{Number of production control jobs completed within schedule}}{\text{Number of production control jobs}} = \text{Completion Rate}$$

i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $250,000
Number of production control jobs: 300 (quarterly period)
Number of production control jobs completed within schedule: 291
Completion rate: 97%
Incentive based on - 2% deviation
Variance: 3%
Total Reduction for the Quarterly Period: **$2,500** ($250,000 times .01 variance)

3.2.3 Example of Determination of Reduction (Staffing)

a. Assume the required level of staffing for the Management and Technical Support functions as detailed above (12 people).

Use or disclosure of proposal data is
Subject to the restrictions on the title page

b. Assume the measurement is quarterly.
c. Assume that the standard is 10 people on-board (or in security >30 days).
d. Assume the number of people on-board is 8.
e. Assume the level of 8 people was constant throughout the quarter.
f. Assume the incentive is based on - $1,000 per person monthly.
g. Assume the calculation is determined by:

10 – the number of people on-board = varience

h. The total reduction for unsatisfactory performance is:

Number required on-board: 30 (quarterly period = 10 x 3 months)
Number of people on board: 24 (quarterly period = 8 x 3 months)
Maximum reduction :$6000 (Quarterly = $2,000 x 3 months)
Variance: 6 people
Total Reduction for the Quarterly Period: **$6,000** (6 people X $1,000; maximum 6)

3.2.4 Example of Determination of Performance Credit (Staffing)

a. Assume the required level of staffing for the Management and Technical Support functions as detailed above (12 people).
b. Assume the measurement is quarterly.
c. Assume that the standard is 10 people on-board (or in security >30 days).
d. Assume the number of people on-board is 12.
e. Assume the level of 12 people was constant throughout the quarter.
f. Assume the incentive is based on + $1,000 per person monthly.
g. Assume the calculation is determined by:

10 – the number of people on-board = varience

h. The total reduction for unsatisfactory performance is:

Number required on-board: 30 (quarterly period = 10 x 3 months)
Number of people on board: 36 (quarterly period = 12 x 3 months)
Maximum Performance Credit: $6000 (Quarterly = $2,000 x 3 months)
Variance: 6 people
Total Performance Credit for the Quarterly Period: **$6,000** (6 people X $1,000; maximum 6)

Use or disclosure of proposal data is
Subject to the restrictions on the title page

4. Responsibilities of the End-User Organization

a) The end-user organization agrees it will provide: office space, office furniture, equipment, and supplies necessary to provide support services.

b) Provide technical direction and guidance to the WGSI Technical Manager.

c) Facilitate communications between WGSI and the Government.

d) Monitor WGSI performance.

e) Provide performance feedback to INS/WGSI management.

5. Conclusion

a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c) The terms of this SLA are effective upon the effective date of this task order.

Use or disclosure of proposal data is
Subject to the restrictions on the title page.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Ray Murray 11/2/98

Immigration & Naturalization Service End User Representative

[redacted] (b)(6)

Service Provider Representative Signature

[redacted]

Service Provider Contracts Representative

Use or disclosure of proposal data is
Subject to the restrictions on the title page

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	01/12/99	SID-9-00065	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0095
	10B. DATED (SEE ITEM 13) 12/22/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

15X8598/91SD.321S.08S.00 Increase $180248.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $360,495.00 To $540,743.00
For A Net Increase of $180,248.00

This Modification Has Changed The Total Amount
From $360,495.00 To $540,743.00
For A Net Increase of $180,248.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Robert N Beaty) (Signature of Contracting Officer)	16C. DATE SIGNED 1/12/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-9-P-0095 000001	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	1895 SERVICE FOB: Destination	1	LO	$180248.00	$180248.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 3 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0095	4. REQUISITION/REFERENCE NO.: SID-9-00018

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: See Schedule
b. STREET ADDRESS:
c. CITY | d. STATE | e. ZIP CODE
f. SHIP VIA

7. TO: Attn: [redacted] (b)(6)

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | VA | 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR:
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/91SD.321S.08S.00

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		12/31/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task 3, end User Computing, for contract COW-7-C-0013 for FY99. This task is described and the rpicing for it is contained in attachment 1 hereto The total estimated price for this order is $4,265,194.16					
1	1895 SERVICE	1	LO	$360495.00	$360495.00	
	(continued)					

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)
			$0.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

$360495.00 — 17. (i). GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL / FINAL	DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
TOTAL CONTAINERS	GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-9-P-0095	3	3

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	U.N.T	UNIT PRICE	AMOUNT
	Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN				

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 3 – END USER COMPUTING (EUC)

Contract Number/Task Order Number: COW-7-C-0013/FOS99-003

Date of Order: 09/08/98
Date of Response: 10/7/98 (Amended October 29, 1998)

PART I. TASK ORDER

3. Requirements

End User Computing (EUC) (Contract Section C.3) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order. WGSI will address all requirements outlined in INS' Task Order 3, except as noted, in the Task 3 and 15 proposals. This allows WGSI to separately address how the INS EUC and FOS Headquarters requirements will be met.

The User Services Branch (Help Desk Support) and End User Computing Branch (EUC support) provides a centralized Help Desk that supports three levels of problem analysis and resolution throughout the INS. Once the Help Desk support determines that it is unable to resolve a trouble call and has opened the trouble ticket for tracing, the call is escalated to EUC support for resolution. EUC support may include either (a) offering solutions by telephone, in person, or (b) referring the problem to the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier application specific problem resolution staff.

In addition, EUC is responsible for establishing policy, standards, and operating guidelines for the end-user technology environment and distributing them to government and contractor personnel throughout INS. End-user technology includes, but is not limited to the following: LANs, associated hardware and software, both on-site and distributed systems; supporting, servicing and administering the INS electronic mail system; evaluating and recommending workable solutions for infrastructure hardware and software; providing as-needed user maintenance (e.g., replacing printer toner cartridges) of IT equipment; and assisting in customizing commercial off-the-shelf (COTS) software within the constraints of licensing agreements.

The WGSI technicians supporting Task 3 will work closely with the technicians providing support under Task 15, FOS Headquarters Support. Technicians assigned to both Tasks will work on joint teams and assignments may cross task lines. WGSI will ensure that the integration of Tasks 3 and 15 is seamless to INS. The WGSI Task 3 Project Manager has overall responsibility for managing both Tasks. The Task 3 Technical Manager has responsibility for managing functions directly related to

Use or disclosure of proposal data is
Subject to the restriction on the title page

day-to-day EUC Headquarters support operations. The Technical Manager reports directly to the Project Manager.

WGSI will recommend proposed Team Leads to INS for review and approval. INS' failure to accept a candidate will be based on the individual's failure to meet the position qualifications. All individuals currently in a Team Lead position are not subject to this review process.

Specific requirements are:

- WGSI will respond to all Remedy tickets escalated from the Help Desk and will be responsible for all assigned tickets from receipt through closure. This includes resolution and documentation. This is in support of E-Mail and Tier II Support requests. Attachment 1 defines the software to be supported.

- WGSI will provide network analysis and engineering support including analyzing hardware and software new releases, upgrades and proposed products. Developing policy, procedures, recommendations and comprehensive documentation resulting from this analysis. Customizing COTS products within the constraints of licensing agreements; coordinating INS Headquarters licensed software; and conducting special studies, reviews, and software assessments of software planned for INS usage and data conversions (e.g., platform-to-platform). As directed, WGSI will duplicate and distribute INS licensed software. Inventory information will be provided to the designated INS staff responsible for updating the inventory management system.

- WGSI will provide Field Assistance Team support which encompasses as-needed on-site support to all INS offices to handle emergency and crisis situations and vacancies; network administration, problem resolution and user support; conduct site surveys and assist in site preparation for hardware and software installations; assist in equipment/software installations/de-installations (relocations); and prepare equipment for excess. WGSI will track hardware and software inventory information as it relates to specific Field Assistance Team assignments. Inventory information will be provided to designated INS staff responsible for updating the inventory management system. WGSI will provide integration services to the extent of ensuring installed software operates with the existing INS platform (e.g., other INS standard software packages already installed on the workstation).

- WGSI will manage any user request that involves five or more desktops as a project. Project management will include maintaining schedules, site surveys, user planning, post-change evaluation, inventory update information and change management review.

Use or disclosure of proposal data is
Subject to the restriction on the title page

- WGSI will provide Agency-wide electronic mail administration and support (AWES) including analysis, development, implementation, national administration and support; bulletin board administration and management; mobile installation and support; HQ post office administration, support and maintenance; DOJ connectivity; Microsoft Outlook maintenance and administration; and travel AWES assistance team.

- WGSI will provide post-installation support including on-site support to INS offices after infrastructure deployment and for rapid hardware/software deployment efforts. This support will include analysis reporting; and post installation testing and acceptance support.

- WGSI will assist users via the telephone and at local user workstations. WGSI will provide courteous service and provide users with periodic updates.

- WGSI will manage and support the INS Operations Center. This support includes interacting and performing liaison with HQ and local Facilities Staff (government and contractor) in support of the Operations Center and local offices' MDF requirements to include interaction with program managers of operational and planned INS application systems. INS will provide equipment specifications that allow WGSI to determine environmental requirements.

- WGSI takes exception to the requirement that, "EUC support personnel will provide the maintenance for Remedy, the automated trouble ticketing and tracking system." Support for the Remedy system is provided under Task Order 8, Network Control Center.

PROPOSED STAFFING: 1 Project Manager, 1 Technical Manager, 2 Systems/Network Administrators, 2 Database Administrators, 1 ADP Hardware Engineer, 7 Senior Systems Analysts, 4 Systems Analysts, 4 Senior Computer Specialists, 2 Mid-level Computer Specialists, 1 Senior Logistics Specialist, 1 Technical Writer, 1 Secretary, 12 Certified Network Engineers, 2 Senior E-Mail Administrators and 3 E-Mail Administrators. Total of 44 positions. See Attachment 2.

Use or disclosure of proposal data is
Subject to the restriction on the title page

STAFFING JUSTIFICATION: WGSI proposes:

1 **Project Manager** responsible for overall management of all EUC related Tasks (e.g., Tasks 3, 15 and 9). 1 **Technical Manager** responsible for day-to-day technical management of EUC Headquarters support operations. 1 Senior Systems Analyst to provide **Technical Management Support** for reporting, Problem and Change Management analysis and 1 Technical Writer to provide documentation and writing support and other various technical business related functions. 1 Secretary will provide support for this function. The Project Manager will also be responsible for project management and tracking.

2 Certified Network Engineers, 1 Senior Systems Analysts, and 1 Senior Computer Specialist are proposed to provide **Executive Support**.

2 Certified Network Engineers, 2 Senior E-Mail Administrators, 3 E-Mail Administrators, 1 Senior Systems Analysts, 1 Systems Analyst, 1 Senior Computer Specialist and 2 Mid-Level Computer Specialists to perform support for the **AWES Electronic Mail Administration.**

1 Senior Logistics Specialist to manage and support the **INS** Operations Center.

3 Certified Network Engineers, 2 Database Administrators, 1 ADP Hardware Engineer, 1 Senior Systems Analyst, 1 Systems Analyst, and 1 Senior Computer Specialist are proposed to staff the **Engineering Solutions and Analysis** team.

5 Certified Network Engineers, 2 Systems/Network Administrators, 3 Senior Systems Analysts, 2 System Analysts, and 1 Senior Computer Specialist will make up the **Field Assistance** Team (FAT) which has the primary responsibility of augmenting the field offices staff on an as needed basis. When not providing field support this team will provide local special project support. The Field Assistance Team may be augmented from other sources as necessary.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

On-site hours of support are 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays.

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

Use or disclosure of proposal data is
Subject to the restriction on the title page

5. Place of Delivery or Performance

WGSI agrees to the places of performance stated below.

- CAB Building
- Tech World
- Other Field Sites (FAT, AWES and Tier II)

INS may identify additional sites. Any staffing and/or associated costs incurred will be negotiated as required.

6. Deliverables

WGSI will provide the INS Weekly Status Report, Monthly Report and Quarterly Report as stated below. These reports will incorporate relevant information from Task 15, FOS Headquarters Support.

a. Weekly submissions. (Due the 2nd working day after the end of the weekly reporting period)

- Weekly Status Reports on each EUC area of responsibility. The Weekly Report will include information on accomplishments for the reporting week, plans for the following week and any issues. Information relating to Task 15 will be included in the Task 3 Weekly Report.
- Weekly Field Report that identifies new issues, follow-up steps, accomplishments, event information, change information, and inventory related subjects for each field assistance effort.
- Statistics regarding the number of Remedy tickets and EUC calls opened and closed within the reporting period, trouble tickets still open at the end of the period, tickets open for longer than one month with current status.
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Problems hampering contractor performance of EUC operations with recommendations of any Government action required to resolve the problem.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies in the established workforce level.
- Analyses, recommendations, and "white papers" as required, to support infrastructure decisions.
- Updates to network administration guidelines and procedures as required.

Use or disclosure of proposal data is
Subject to the restriction on the title page

b. The contractor shall submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the month. WGSI will provide a listing of who is providing support until 8:00 p.m., as well as, who is assigned to carry the E-Mail Administration Duty Pager. This report will be delivered on the 15th of each month.

c. Quarterly Summary of hardware and software products reviewed, as well as proposed products to be reviewed in the following quarter.

d. Ad Hoc reports on request.

7. Security Requirements

WGSI will meet the INS security requirements. WGSI takes exception to the statement that "Resumes for all potential employees will be submitted to INS for final approval". Under the contract, only resumes for Key personnel must be submitted to INS for approval. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-003

2. **Introduction**

a. Organizations Involved

(1) Service Provider: Wang Government Services, Inc. (WGSI) (b)(6)

(a)	POC Name:	[redacted] Project Manager, INS EUC
(b)	Location:	Immigration and Naturalization Service Chester Arthur Building 425 I Street, NW 5th Floor, Suite 5050 Washington, DC 20536
(c)	Telephone Number:	(202)305-2377
	Fax:	(202)353-0256

(2) End User Organization:

(a)	POC Name:	Usha Keene, Director, EUCB
(b)	Location:	801 I Street, NW 6th Floor, Suite 640 Washington, DC 20001
(c)	Telephone Number:	(202)514-7990

b. **Purpose:** The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (Contractor)**

3.1 ***WGSI agrees it will provide per direction of End User Computing Point of Contact or Designee:***

a) Provide End User Computing (EUC) on-site support from 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays. Duty Pagers in support of the E-Mail Administration/Support (AWES) responsibilities will be rotated among team members on a 24x7, 365 days basis.

Use or disclosure of proposal data is
Subject to the restriction on the title page

b) Resolve calls escalated from the Help Desk and direct calls from receipt to closure of the trouble call.

c) Provide Network Analysis and Engineering support.

d) Analyze and make recommendations on COTS products.

e) Support development of network administration policy, procedures and documentation.

f) Provide COTS interface and customization services within the constraints of licensing agreements.

g) Recommend software licenses for INS acquisitions.

h) Provide electronic copies of every document developed (e.g., analyses, reports, and recommendations) and post electronic copies on the EUC server.

i) Conduct special studies, reviews, and assessments of software planned for INS usage as well as data conversion.

j) Provide on-site support and assistance, as needed to INS offices, emergency and crisis situations, fill critical vacancies, network administration, problem resolution, and user support.

k) Conduct site surveys per INS POC identified processes and procedures, oversee and assist site preparations for hardware and software installations.

l) Support equipment and software installations and de-installations.

m) WGSI will provide integration services to the extent of ensuring installed software operates with the existing INS platforms (e.g., other INS standard software packages already installed on the workstation).

n) Track hardware and software inventory information as it relates to specific Field Assistance Team assignments. Inventory information will be provided to designated INS staff responsible for updating the inventory management system.

o) As directed, WGSI will duplicate and distribute INS licensed software. Inventory information will be provided to the designated INS staff responsible for updating the inventory management system.

p) Provide Agency-wide Electronic Mail Administration and Support (AWES).

Use or disclosure of proposal data is
Subject to the restriction on the title page

q) Provide post installation support including on-site support to INS offices following deployment of the infrastructure and in instances of rapid hardware and software deployment efforts.

r) Provide documented analysis reporting and post installation testing and acceptance support.

s) Provide consolidated network administration management and support to the INS.

t) Manage and support the INS Operations Center.

u) Submit proposed administrative, management, and installation integration procedures for INS point of contact approval prior to implementation.

v) Interact via INS POC or local designee with HQ and local Facilities Staff (government and contractor) in support of the Operations Center and the local offices' MDF requirements to include interaction with program managers of operational and planned INS application systems.

w) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table. Time frames for each classification code start when the ticket is opened. The EUC Triage unit will call back the user within 1 hour from receipt of the call in the EUC.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
1	Urgent	Major system or network out of service, mission critical system not available or slow to respond	• Server Outage • Major loss of mission critical service(s)	[redacted]	[redacted]	Requires immediate notification escalation. A "Red Alert" condition requiring continuous focus of management and support team until resolved or reclassified to Classification Code 2. Help Desk will notify (no voice mail or E-mail) the EUC Team Leader or Technical Manager.
2	Urgent	Tickets pertaining to "Hot List" users	• Default classification for "Hot List" users • Tickets pertaining to members of the Executive Staff	[redacted]	[redacted]	Help Desk will notify (no voice or E-mail) the EUC Team Leader or Technical Manager about tickets pertaining to "Hot List" users.
3	High	User or group of users out of service (mission-critical systems not affected)	• Major loss of service affecting multiple individuals or organizations. • Application and system access problems (logon issues) • Single workstation outage • Virus Identification and Eradication	[redacted]	[redacted]	Problem resolution follows normal defined process for high priority problems.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
4	Medium	User or group of users able to process non-critical applications but at a significant inconvenience	• Printing problems impacting multiple users • E-mail access issues			
5	Low	User can continue to process with reasonable work-around constraints	• Capability within a system or application is not working properly • Create a new account • Request to change account • Workaround is available (e.g., user's default printer is down but an alternative printer is available) • Hardware upgrades to functioning workstation (e.g., memory or software)			

Use or disclosure of proposal data is
Subject to the restriction on the title page

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
6	Low	Problem does not affect processing	• Questions about standard applications (e.g., MS Office suite, cc:Mail, Word Perfect) • Password resets • Assistance stepping through a procedure • Request for general IT information (e.g., memory upgrades, Internet access) • Resolution can be handled by Help Desk			Help Desk will handle majority of Classification Code 5 tickets. Help Desk staff will escalate password reset tickets to EUC Desktop Support for servers they cannot access.
7	Low	Project involving 5 or more users and exception problems	• A problem for which a technical fix is pending or a request for service not related to a problem • An effort for which a project plan needs to be developed • A move/add/ change affecting 5 or more users (e.g., software installations)			Open tickets may be reclassified to Classification Code 6 if they are associated with a pending technical fix (i.e., parent-child relationship in Remedy). All such reclassifications require the approval of the appropriate Team Leader or the EUC Technical Manager

NOTE: All times used in the above table are measured from the receipt of the call at the central Help Desk

Use or disclosure of proposal data is
Subject to the restriction on the title page

x) Determine the nature of the problem and escalate problems beyond the EUC capabilities to third-tier technical support located in the Data Systems Division (DSD). The guidelines for problems that need to be escalated are depicted in the following table.

Customer Escalation Levels for Critical and High Escalation Levels		
Escalation Level	Problem Time	To Whom
1	[redacted]	EUCB Team Leader WGSI Technical Manager
2	[redacted]	End User Organization Manager WGSI Deputy Program Manager
3	[redacted]	WGSI Program Manager

y) Provide courteous service.

z) Resolve [redacted] of EUC calls (Classification Codes 1-6) and close trouble tickets within 1 business day.

aa) Provide users with periodic updates.

bb) Perform periodic surveys to monitor customer satisfaction and provide copies to the End User Organization Manager.

cc) Maintain statistics regarding the number of Remedy tickets and EUC calls opened and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one month.

dd) Maintain and service Microsoft Outlook.

Use or disclosure of proposal data is
Subject to the restriction on the title page

3.2 Performance Incentives

The table below provides the joint performance incentives for the End User Computing (EUC) and FOS Headquarters (Task 15) Support Service Level Agreement.

End User Computing (EUC) Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Time to resolve and close EUC ticket.	Time to resolve all calls received at the EUC, less exceptions noted in the SOW or SLA.	80% of calls within Classification codes 1-6 are resolved within 1 business day.	Quarterly	Call activity logs, trouble tracking system	+/-1% total quarterly labor price for EUC operation (Tasks 99-003 and 99-015) @ +/- 1% variance.	Performance = Actual time to resolve.

3.2.1 SLA Exceptions

Some tickets cannot be resolved within one Business Day due to circumstances outside the control of WGSI. These tickets will be considered "Excused Tickets" and will be removed from the SLA ticket count. Upon request, a listing of "Excused Tickets can be provided to the contracting officer. The following are examples of Excused Tickets:

a. An EUC Technician is unable to reach the user requesting service within 1 business day. The EUC Technician must make several attempts (e.g., phone, site visit, E-mail) to reach the user and these attempts must be documented in the Remedy ticket.

b. The EUC is able to reach the user; however, service is delayed at the user's request beyond the 1 business day requirement. The EUC must make every attempt to provide service as soon as the user is available.

c. A 2nd Tier service request where the problem resolution must be shipped on diskette or CDROM. It is the policy of the EUC to leave these tickets open until the software is received and installed to ensure problem resolution.

d. A situation where the EUC took all necessary steps within their immediate control to resolve the ticket within one business day; however, action is required by an outside group (e.g., NCC, NDS or cabling) to resolve the ticket.

The total amount of incentive or penalties shall not exceed 3% of the total invoice value for labor.

Use or disclosure of proposal data is
Subject to the restriction on the title page

3.2.2 Contractor Payment

a. For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

3.2.3 Example of Determination of Reduction

a. Assume an annual task order value of $2,000,000.
b. Assume the measurement period is quarterly.
c. Assume the amount placed at risk is $500,000 ($2,000,000/4).
d. Assume the standard for time to resolve an EUC call and close the trouble ticket is 80% of all calls are resolved within 1 business day.
e. Assume that the contractor only achieved a 75% call resolution rate within 1 business day.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of calls resolved within 1 business day during the reporting period}}{\text{Number of calls received during the reporting period}} = \text{resolution rate}$$

h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $500,000
Number of calls received: 22,500 (250 per day times 90 days)
Number of calls resolved within 1 business day: 16,875
Resolution rate: 75%
Incentive based on +/- 1% variance
Variance: -5%
Total Reduction for the Quarterly Period: **$25,000** ($500,000 times .05 variance)

Use or disclosure of proposal data is
Subject to the restriction on the title page

3.2.4 Example of Determination of Performance Credit

a. Assume an annual task order value of $2,000,000.
b. Assume the measurement period is quarterly.
c. Assume the amount placed at risk is $500,000 ($2,000,000/4)
d. Assume the standard for time to resolve an EUC call and close the trouble ticket is 80% of all calls are resolved within 1 business day.
e. Assume that the contractor achieved an 82% call resolution rate within 1 business day.
f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
g. Assume the calculation is determined by:

$$\frac{\text{Number of calls resolved within 1 business day during the reporting period}}{\text{Number of calls received during the reporting period}} = \text{resolution rate}$$

h. The total estimated credit for exceptional performance is:

Total task order value: $2,000,000
Number of calls received: 22,500 (250 per day times 90 days)
Number of calls resolved within 1 business day: 18,450
Resolution rate: 82%
Incentive based on +/- 1% variance
Variance: +2%
Total Performance Credit for the Quarterly Period: **$10,000** ($500,000 times .02 variance)

4. Responsibilities of the End-User Organization

The end-user organization agrees it will:

a) Provide REMEDY software for use by the service provider.

b) Provide infrastructure support, including workspace, desks, telephones, personal computer (PCs), copiers, etc.

c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.

d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.

e) Describe the minimum information required to identify the end-user (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)

f) Report all faults noticed by customers via the Help Desk.

Use or disclosure of proposal data is
Subject to the restriction on the title page

g) Provide WGSI with a description of the problem and potential mission impact.

h) Provide a LAB facility containing equipment mutually agreed upon by the parties (equipment requested outlined in Attachment 4) for use by the Engineering Solutions and Analysis Team.

i) INS will ensure they obtain proper software licenses.

5. **Conclusion**

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semiannually.

b. Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c. The terms of this SLA are effective November 1, 1998.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Computer Branch

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Contracts Representative Signature

Attachments:

Attachment 1 – Current Applications Supported by EUC

Attachment 2 – Proposed Minimum Staffing Table

Attachment 3 – Engineering Solutions Lab Equipment

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment 1 – Current Applications Supported by EUC

1. A2B
2. EICON ACCESS for Windows
3. ARCSERVE
4. cc:Mail 6/8
5. cc:Mobile
6. COHO/Resumix
7. DOJ Internet
8. DOS 6.2
9. Erols (all versions)
10. INSERTS
11. Internet Explorer (all versions)
12. McAfee (Windows 3.1 and Windows 95)
13. MS Exchange/Outlook
14. MS Office 4.31/95/97
15. MsProject
16. Netscape (all versions)
17. PCANYWHERE
18. PCPlus
19. REMEDY
20. SIMPC
21. TCP/IP
22. Travel Manager
23. Westlaw
24. WIN2NCS
25. Windows 3.1
26. Windows 95/98/NT
27. WP5.1
28. WP6.0
29. WP6.1

*As the number of applications increases, it may become necessary to reevaluate staffing levels.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment 2 - Proposed Minimum Staffing Table

(Based on User Requirements, Servers and Applications currently supported)

Group Name (resources)	LOE Estimated No.	Group Work Definition
EUC Management Staff	Project Manager (1)	Responsible for overall management of tasks relating to the EUC (e.g., Tasks 3, 9 and 15). Primary focus is to create a seamless/integrated technical support environment for WGSI technicians and INS.
	Technical Manager (1)	Technical management of day-to-day EUC Headquarters support operations. Primary focus is on Desktop and LAN/Server support for Headquarters. The Technical Manager reports directly to the EUC Project Manager.
Technical Management Support	Senior Systems Analyst (1)	Direct report to the PM. Responsible for development and documentation of processes and procedures, SLA's etc. Fills in for TM when necessary. Responsible for Problem Management Analysis for EUC services.
	Technical Writer (1)	Supports EUC management by creating formal documents and contractually required deliverables.
	Secretary (1)	Supports all administrative functions of the PMO.
Executive Support	CNE (2) Senior Systems Analyst (1) Senior Computer Specialist (1)	Senior level technicians who provide 2nd Tier support to Headquarters and FOS ADP personnel. Incorporated into the FOS Headquarters Desktop and LAN/Server Administration Teams.
INS HQ SID Operations	Senior Logistics Specialist (1)	Manages and supports the INS Operations Center. Responsible for planning facilities and logistic requirements, site surveys and equipment installation for the controlled facilities which house INS servers, telecommunications and mainframe equipment. Plans and coordinates with the Project Management team, INS Facilities Staff (Electrical, Engineers, Cabling).

Use or disclosure of proposal data is
Subject to the restriction on the title page

Group Name (resources)	LOE Estimated No.	Group Work Definition
Electronic Mail Administration and Agency Wide Support (AWES)	CNE (2)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineer who manages, administers, installs, moves and supports all of the E-Mail LAN equipment.
	Senior E-Mail Administrator (2)	Senior Level administrators to perform analysis, development, implementation, and national administration and support. Responsible for managing DOJ connectivity (with local, state and federal agencies outside DOJ). May be required to travel to client sites. Responds to Remedy Tickets.
	E-Mail Administrator (3)	Performs agency wide support, upgrades and troubleshooting of E-Mail systems and servers. May be required to travel to client sites. Performs bulletin board administration and responds to Remedy Tickets.
	Senior Computer Specialist (1) Senior Systems Analyst (1)	Provides senior level user support and trouble shooting of mail system issues. Responds to Remedy tickets.
	Systems Analyst (1)	Performs user support and troubleshooting of mail system issues. Works closely with Senior Computer Specialist/Senior Systems Analyst. Responds to Remedy Tickets and performs Mobile installs and support.
	Mid-Level Computer Specialist (2)	Provides mid- level user support and trouble shooting for mail systems. Responds to Remedy tickets and performs Mobile installs and support.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Group Name (resources)	LOE Estimated No.	Group Work Definition
Engineering Solutions and Analysis	CNE (3)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineers with knowledge of current INS systems whose primary responsibility is to develop working solutions using emerging technologies. Responsible for testing both COTs and INS developed applications prior to roll-out. Provides recommendation documents to INS to prevent or correct chronic system problems.
	Senior Systems Analyst (1) Senior Computer Specialist (1)	Responsible for researching and troubleshooting Network engineering solutions and providing recommendation documents. Provides guidance to Systems Analyst.
	Systems Analyst (1)	Responsible for researching, troubleshooting and testing applications and providing recommendation documents.
	ADP Hardware Engineer (1)	Responsible for researching, troubleshooting and testing applications and providing recommendation documents.
	Database Administrator (2)	DBA to support applications development and central data repositories.
Field Assistance Team	CNE (5) Systems/Network Administrator (2) Senior Systems Analyst (3) Systems Analyst (2) Senior Computer Specialist (1)	The Field Assistance Team's primary responsibility is to provide temporary support to the field on an as needed basis. When not in the field, they supplement the EUC staff in performing special projects and responding to Remedy Tickets.

Use or disclosure of proposal data is
Subject to the restriction on the title page

Attachment 3 – Engineering Solutions Lab Equipment

CLIN	Description	Quantity	Usage
1000	Basic Workstation	3	
1000A	RAM upgrade 32 to 64	3	
1000J	Substitute 17" Monitor	3	
1008	Dell Server #2	1	NDS Server
1008B	RAM upgrade 64 to 128	1	
1009	HP Server #2	1	NT Server
1009A	Upgrade to dual 266 Processors	1	
1009B	RAM upgrade 64 to 128	1	
1019	Compaq Armada 1592DMT	1	Laptop
1019A	RAM upgrade 32 to 64	1	
1019C	Carrying Case	1	
1019D	LI-ION Battery	1	
1019E	Battery Changer	1	
1019F	Docking Station	1	
1020	Toshiba 490CDT	1	Laptop
1020C	RAM upgrade 32 to 64	1	
1020D	Carrying Case	1	
1020E	LI-ION Battery	1	
1020F	Battery Charger	1	
1020G	Port Replicator	1	
1025	HP 1600CM	1	Color Printer
1025A	RAM upgrade 6MB to 10 MB	1	
	HP 5M	1	Printer
1029	Hayes Modem	2	Dial-In\Dial-Out
1030	CD Tower 7 Bay	1	CD-Tower
1032A	CD NET PLUS Software	1	
1033	Monitor, Keyboard	1	

Use or disclosure of proposal data is
Subject to the restriction on the title page

CLIN	Description	Quantity	Usage
1036	Digi Board 4Port	1	Netware Connect
1041	Microsoft Project98	2	Software
	Baystack 2803	2	
	24 Port Patch Panel	1	
	Cisco 2500	1	
	UPS	3	
	6' Rack	2	
	Analog lines	2	Netware Connect and RAS
	110 Power	4	
	Windows 98	2	Software
	Windows NT 4.0 Server	2	Software
	Windows CE	2	Software
	MS FrontPage 98	5	Software
	Adobe PageMill	5	Software
	3Com Palm Pilot	2	
	HP Palmtop	2	
	Olympus D-340L Digital Camera with 8Mb memory card	2	
	CDRs (Recordable)	100	
	CDRWs (Rewritable)	50	
	CD Writer (4x writer, 6x reader)	1	
	Dupe-It! $1400 4x writer, 6x reader Corporate Systems Center CD Santa Clara, CA 408-588-1110	1	For mass production. (ManageWise CD, Y2K Patches CD)

Use or disclosure of proposal data is
Subject to the restriction on the title page

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 12/21/98
2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0081
4. REQUISITION/REFERENCE NO.: SID-9-00028
5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D
d. STATE: DC
e. ZIP CODE: 20536
f. SHIP VIA:

7. TO: Attn: (b)(6)
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN
g. STATE: VA
f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE
REFERENCE YOUR:
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/91SD.321S.14S.00

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT: Destination
13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination
14. GOVERNMENT B/L NO.:
15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 12/30/98
16. DISCOUNT TERMS: Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task Number 1, Program Management, for contract COW-7-C-0013. The task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price for this task for FY99 is $3,258,805.65					
1	Task 1, Program Management	1	LO	$47641.00	$47641.00	

18. SHIPPING POINT
19. GROSS SHIPPING WEIGHT
20. INVOICE NO.

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON
d. STATE: DC
e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(h) TOT. (Cont. pages): $0.00
17. (i) GRAND TOTAL: $47641.00

22. UNITED STATES OF AMERICA
BY (Signature): Robert N. Beaty
23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ Inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Task Order 1 – Project Management

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS99-001

Date of the Order: 8/21/98

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for Immigration Naturalization Service (INS) Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations, and associated peripherals.

1.1 Background

FOS/HM services are managed through a system of geographical theaters implemented by the Systems Integration Division (SID). Theater management will use matrix resources to quickly and effectively respond to INS needs and priorities. INS Theater managers will assess operational requirements within their Theaters and direct/redirect FOS/HM contract IT resources to meet user needs. Under this organization, each site will receive sufficient FOS/HM services to take care of its workload and needs, regardless of the site's size or geographical location.

The contract's base year ratio of "Users to Support Personnel" for FOS/HM was 1:100 using 26,000 as the estimated total number of INS personnel to calculate the support ratio. For Option Year One, INS intends to manage FOS/HM personnel to budget and plans to use a "Users to Support Personnel" ratio of 1:100 based on an INS population of 31,000. FOS/HM theaters are assigned to one of three regional areas. Figure 1-1 shows the current 43 FOS/HM theaters by regional areas. Attachment A lists the theaters within each region. The actual configuration of these theaters/sites may change in response to events or in response to recommendations made by the Contractor and accepted by the Government.

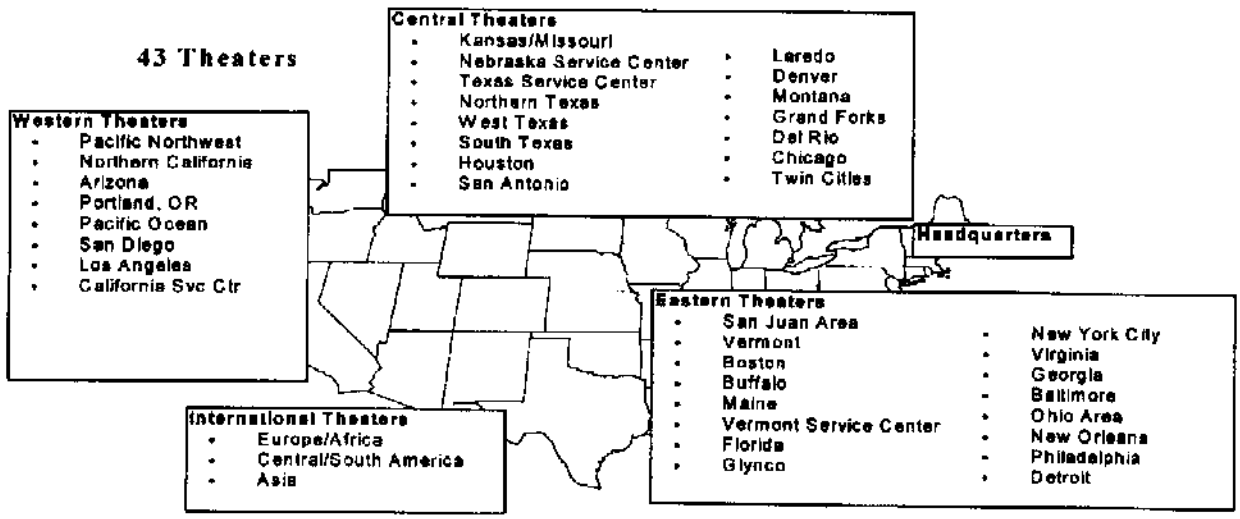


Figure 1-1: FOS/HM Theaters

1.2 Objectives

The purpose of this Task Order is to establish contractor Project Management for the administration of FOS/HM. Further, this Task Order will establish the Project Management Plans that will explain in detail how the contractor will manage the effort to meet all program requirements and provide for a seamless integration of services for FOS/HM users.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.2,

3. Requirements

The Contractor shall provide the following, for the Project Management as defined in contract Section C.2. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish the task(s) specified under this order.

Subtask 1-1 – Contract-Level Project Management. (Contract Section C.2) The Contractor shall provide a Program Manager (PM) to serve as the focal point for management of the services provided under this contract. The Contractor shall provide a Project Manager for Field Operations Support (FOS) and a Project Manager for Hardware Maintenance (HM) and Inventory. The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

The Contractor shall update the Program Management Plan describing the contractor's understanding of the FOS/HM requirement and explaining how the contractor will manage the effort to meet all requirements. The Program Management Plan shall describe how the contractor will ensure continual coordination between the staffs working on all task orders. Although there are separate tasks orders for Help Desk, End User Computing Support and Assistance, Headquarters Operations, Field Operations, Inventory, Maintenance, Network Control Center (NCC) management, Intelligence Tracking, Western Identification Network (WIN) Automated Fingerprint Identification System (AFIS), and National Firearms Unit, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The updated Program Management Plan shall describe how the seamless coordination will be achieved. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Program Management Committee, as described in the FOS/HM Committee Charter. (See Attachment B).

The Contractor shall provide an updated Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, and Personnel and Staffing Plan. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

Subtask 1-2 Management Planning. The Contractor shall participate with the INS FOS/HM Project Manager and Contracting Officer Technical Representative (COTR) in planning for future directions of all FOS programs and activities. Planning may include the preparation of feasibility studies, white papers, and other planning documents to be submitted for review by the Government.

Subtask 1-3 Automated Management Tracking. The Contractor shall enhance and maintain an electronic database of all help desk, operations, technical support, and maintenance activities performed under this contract and provide for the collection and reporting of statistical information. This database will be installed and maintained on an INS Server and be accessible by various INS personnel. Access rights will be identified by the various INS Task Managers. The Contractor shall submit, as required, planning documents and recommendations concerning automated tools to be used in this effort and shall recommend formats and content for periodic management reports.

Subtask 1-4 – Web Page and Web-Site Development. The Contractor shall design and implement the layout and navigation of SID's intranet Web Page and Web-Site. The Contractor shall be responsible for updating web-page content with HTML and other web technology as needed.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this Task Order is 1 October 1998 through 30 September 1999.

include:

- The identity of designated Theater Managers

5. Place of Delivery or Performance

Work under this Task Order shall be performed at the Contractor's site except in those specific instances in which the Government requires that some portion of the work must be performed at the Government site. Facility costs for performance at the Contractor's site will be proposed by the Contractor and negotiated with the Government prior to movement to that site.

6. Deliverables

The following deliverables are required with issuance of this Task Order.

a. Project Management Plan – FY 99 (15 calendar days of an event necessitating update).

b. Quality Control Plan – FY 99 (15 calendar days of an event necessitating update)

c. Maintenance Plan – FY 99 (15 calendar days of an event necessitating update)

d. Contingency Plan – FY 99 (15 calendar days of an event necessitating update)

e. Personnel and Staffing Plan – FY 99 (15 calendar days of an event necessitating update)

f. Management Reports (Monthly)

g. Field Informational Packages (15 calendar days after Government Request) that include:

- The identity of designated Theater Managers
- A description of the Theater Managers role and responsibilities
- The levels of expectation
- The Theater Strategy
- The strategy to maintain personal skills in the WANG workforce
- Identification of sites within each Theater
- The WANG management site visitation schedule
- Personnel Redeployment Strategy

h. Service Incident Report (Continual) – Description of service provided, to whom, equipment, problem, resolution, etc.

i. Progress/status reports (per Task Order)

j. Contractor/Government Meetings shall take place at the 801 I Street, NW, INS Building, Washington DC at mutually agreeable times.

k. Capacity Plan (Within 30 days of the Government's request) – The Contractor shall provide capacity planning for networks, the mainframe at Department of Justice Data Center (JDC), minicomputers or mid-tier platforms at Headquarters and in field offices, and for distributed microcomputer LAN servers throughout the INS. Once implemented, the Plan will be updated annually or within 15 calendar days of an event necessitating update.

l. Documentation (as requested)

m. INSight Reports:

1. FOS/HM Staffing Report – a weekly report listing any vacancies, personnel who have left, new hires, and comparison of actual staff to full Staffing Plan.

2. Monthly full Financial Report – a comprehensive report of personnel hours used, training and other ODCs, and all contract expenditures, in a "burn-rate" report. The report should be current as of the closing date of the previous month.

3. Mid-Monthly Financial Projection Report – a report, to be delivered on the week of the 15th of the month, on the projected burn-rate as of Friday of the week of the report. When the 15th falls on a Friday or a weekend, delivery of this report may be moved to the week following the week of the 15th if the day is approved in advance by the FOS Program Manager and the Contracting Officer's Technical Representative (COTR)

7. Security Requirements

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

8. Other Direct Costs

The use of other direct costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Program Manager, and can be authorized only by the COTR. The Contractor shall attain prior approval for any overtime greater than 4 hours per occurrence. Procedures for requesting travel and/or overtime approval(s) are contained in the current version of the INS Site Manager's Manual.

Attachment A - INS FOS/HM Theaters by Region

Eastern Region

Baltimore
Boston
Buffalo
Detroit
Florida
Georgia
Glynco
Maine
New Orleans
New York City
Ohio Area
Philadelphia
San Juan Area
Vermont
Vermont Service Area
Virginia

Central Region

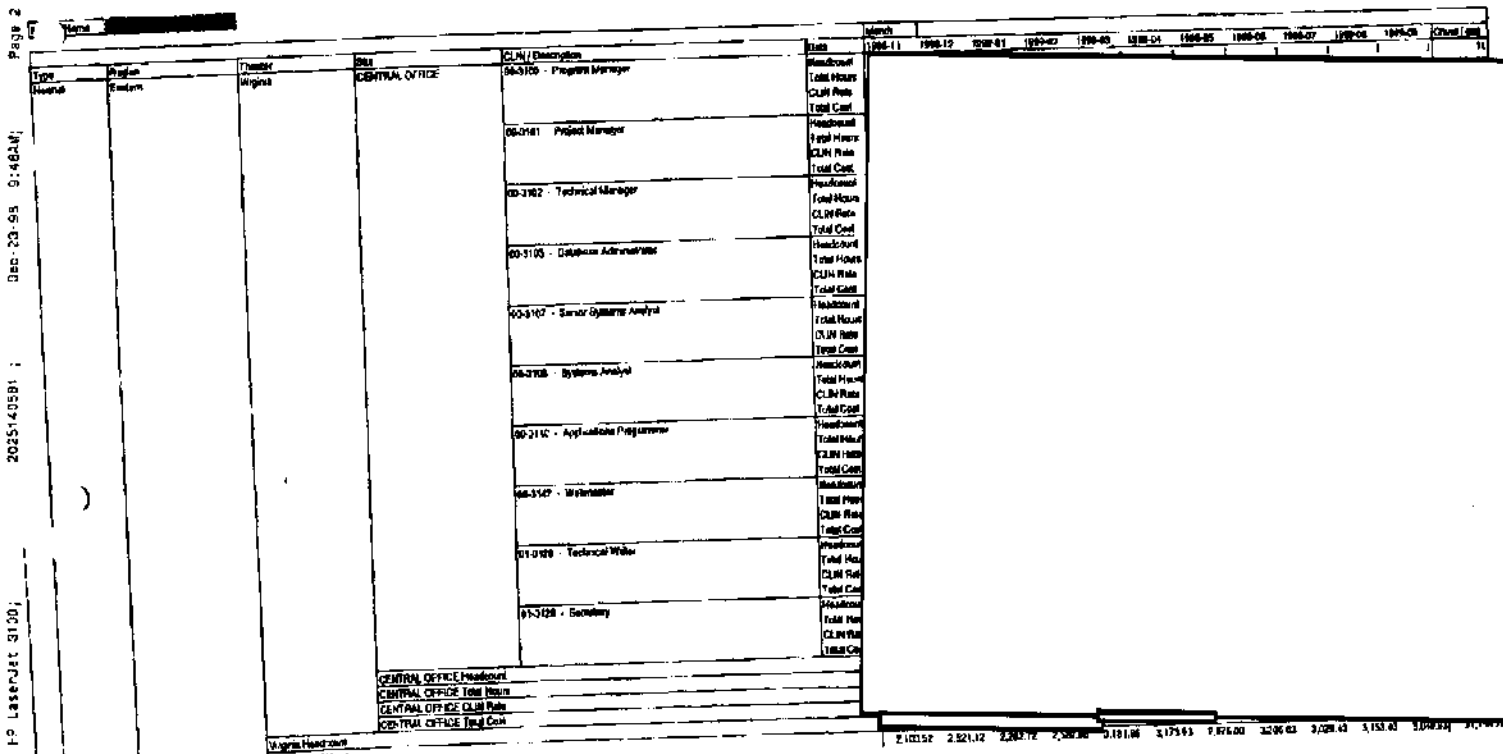
Chicago
Del Rio
Denver
Grand Forks
Houston
Kansas/Missouri
Laredo
Montana
Nebraska Service Center
Northern Texas
San Antonio
South Texas
Texas Service Center
Twin Cities
West Texas

INS FOS/HM Theaters by Region (continued)

Western Region

Arizona
California Service Center
Los Angeles
Northern California
Pacific Northwest
Pacific Ocean
Portland, Oregon
San Diego

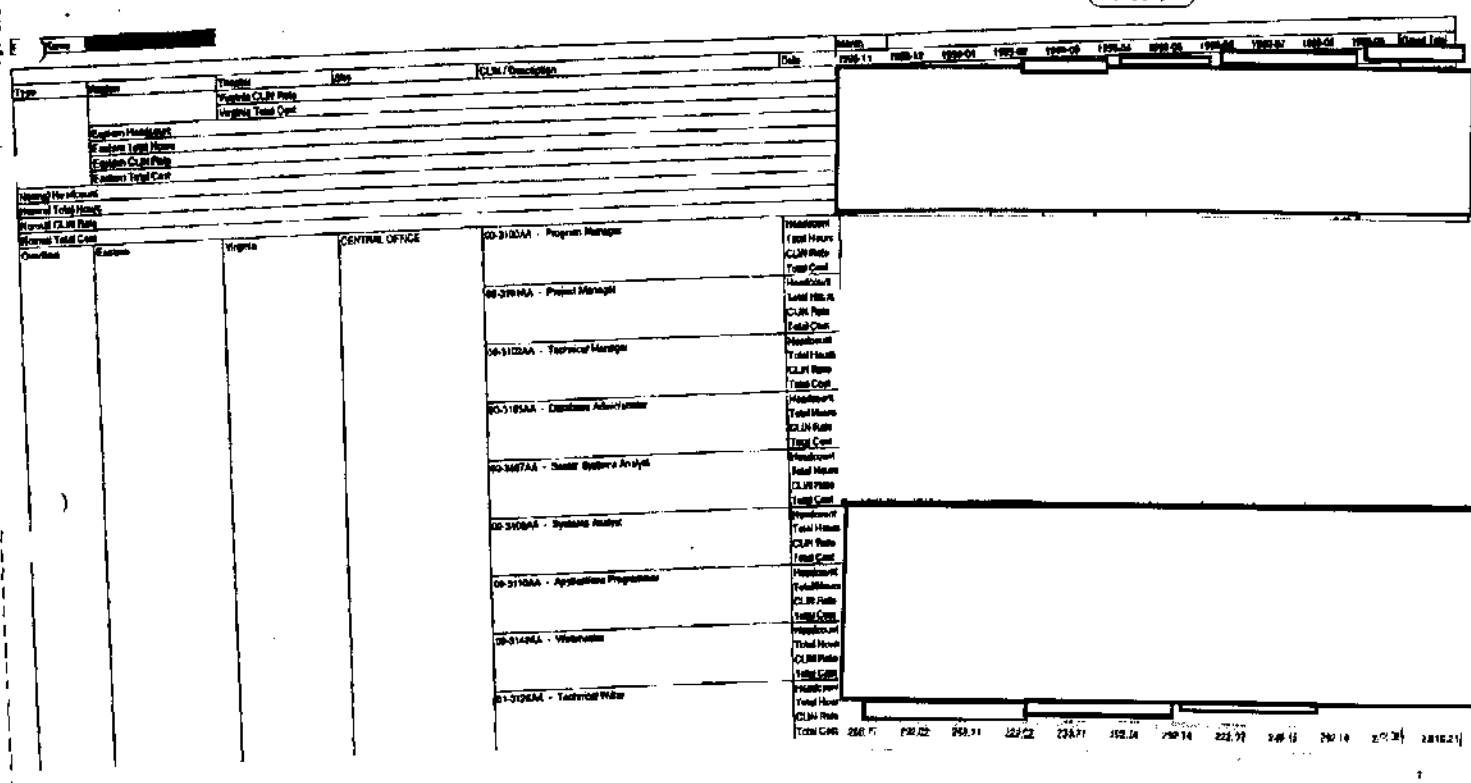
(b)(4)



Use or Disclosure of Proposal Data is Subject to the Restriction on the Title Page

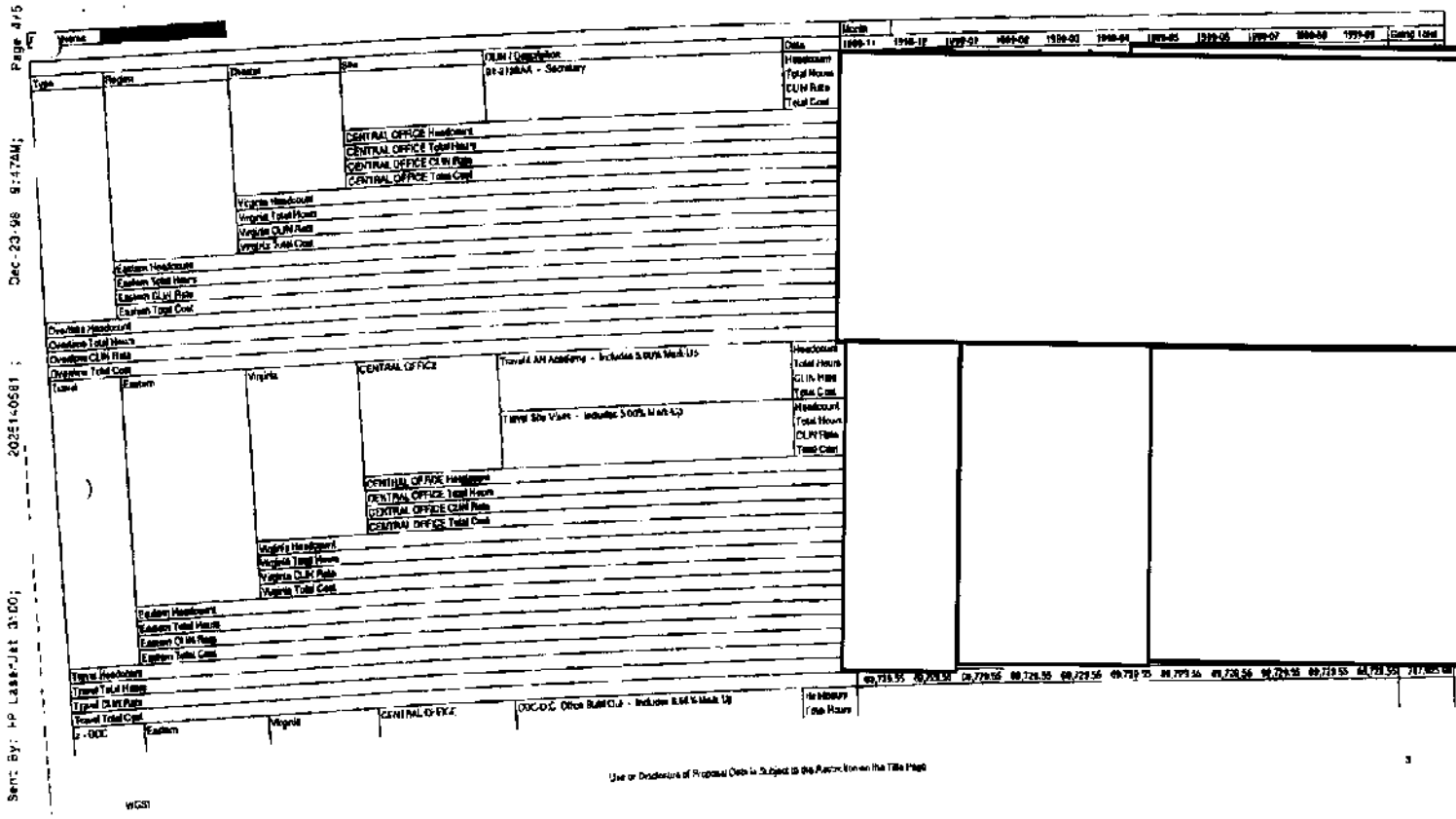
Sent By: HP LaserJet 3130; 2025140581 ; Dec-29-98 9:48AM; Page 2

(b)(4)



Use or Disclosure of Proposal Data is Subject to the Restriction on the Title Page

Sent By: HP LaserJet 3100; 2025146581 ; Dec-23-98 9:47AM; Page 3/5

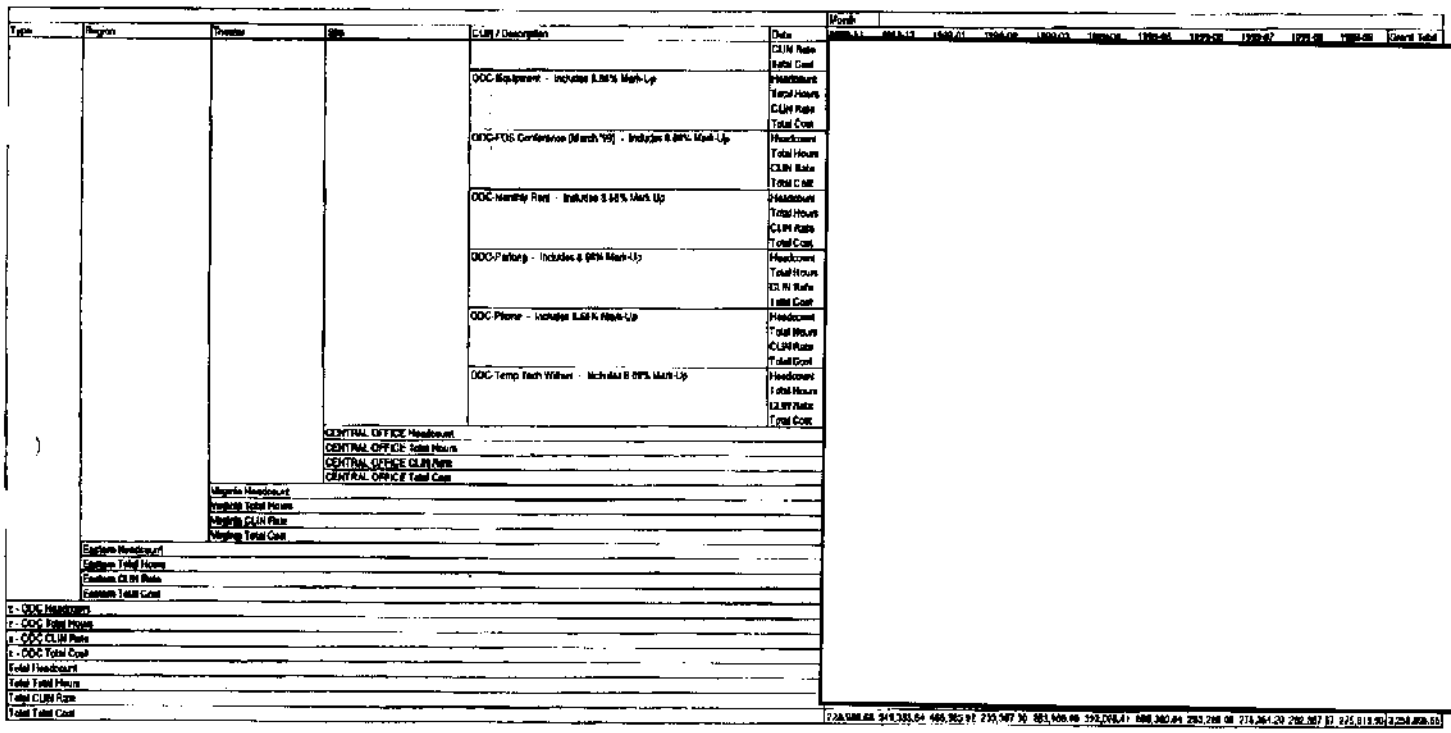


Use or Disclosure of Proposal Data is Subject to the Restriction on the Title Page

(b)(4)

Use or Disclosure of Proposal Data is Subject to the Restriction on the Title Page

(b)(4)



Use or Disclosure of Proposal Data is Subject to the Restriction on the Title Page

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	02/12/99	SID-9-00061	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE | FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-9-P-0089

10B. DATED (SEE ITEM 13)
12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15XB598/91SD.321S.14S.00 Increase $189589.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $278,594.00 To $468,183.00
For A Net Increase of $189,589.00

The Total Amount is increased from $278,594.00 to $468,183.00
For a Net Increase of $189,589.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 2/11/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 10/01/98	2. CONTRACT NO. (if any): COW-7-C-0013
3. ORDER NO.: COW-9-P-0089	4. REQUISITION/REFERENCE NO.: SID-9-00026

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D
d. STATE: DC
e. ZIP CODE: 20536
f. SHIP VIA:

7. TO: Attn: [redacted] (b)(6)
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN
e. STATE: VA
f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE
REFERENCE YOUR: _____
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/91SD.321S.14S.00

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination	a. INSPECTION: Destination	b. ACCEPTANCE: Destination		12/31/98	Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This order is for Task 2, Help Desk, for contract COW-7-C-0013 for FY99. This task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price of this task is $1,913,719.03					
1	D302 ADP SUPPORT SERVICES	1	LO	$278594.00	$278594.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
SEE BILLING INSTRUCTIONS ON REVERSE
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON
d. STATE: DC
e. ZIP CODE: 20536

17(h) TOT (Cont. pages): $0.00
17(i) GRAND TOTAL: $278594.00

22. UNITED STATES OF AMERICA
BY (Signature): Robert N Beaty

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 2 – HELP DESK

Contract Number/Task Order Number: COW-7-C-0013/FOS99-002

Date of the Order: 8/21/98 (Revised 9/3/98)
Date of the Response: 10/7/98 (Amended October 26, 1998)

1. Scope

WGSI agrees with the Scope as stated in the INS Task Order

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

The purpose of this Task Order is to establish WGSI support for the First Tier User Support portion of the INS Central Help Desk. All references throughout this response to "Help Desk" refer to the Central Help Desk unless otherwise stated. Within the INS, the User Services Branch will oversee First Tier User Support. User Services is responsible for establishing policy, standards, and operating guidelines for First Tier User Support and distributing them to government and WGSI personnel throughout INS. First Tier support includes receiving calls and opening trouble tickets on any IT problems that come from INS users. Support may include either (a) offering on-the-spot solutions by telephone, or (b) referring the problem to the next level of support – 2nd Tier Problem Resolution Staff, the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier problem resolution staff.

1.1 Background

WGSI agrees with INS Background with minor changes.

The User Services Branch (First Tier Support) and End User Computing Branch (Second Tier support) provide a centralized Help Desk that supports three levels of problem

Use or disclosure of proposal data is
subject to the restriction on the title page

analysis and resolution throughout the INS. All user requests for problem resolution and maintenance are coordinated through the Help Desk. Using REMEDY, an automated trouble ticketing system, the First Tier support opens a trouble ticket, determines the nature of the problem, and either helps the user resolve the problem on the telephone or escalates the ticket to the appropriate technical support. If the problem is related to office automation, desktop applications, Email, a DBMS, or Novell software, the First Tier support either resolves the problem or escalates the ticket(s) to Second Tier support. If the problem is determined to be a communications problem, the Help Desk escalates the ticket(s) to the Network Control Center (NCC) which is located in the Data Communications Branch. If the problem is determined to be a hardware problem for equipment out of warranty, the Help Desk escalates the ticket(s) to Wang Hardware. Tickets for hardware problems for equipment under warranty are the responsibility of the Help Desk. Help Desk analysts contact the appropriate vendor and troubleshoot the problem with the user. The INS Help Desk is the single point of contact for providing timely updates on all systems and applications.

1.2 Objectives

WGSI agrees that the objectives of this task are:

a. To provide rapid-response problem-resolution support to Service-wide INS end users

b. To provide a first-level mechanism for performing seamless integration of all levels of problem resolution for all INS IT services, including, but not limited to:

- ◊ LANs and associated hardware and software
- ◊ On-site and distributed systems
- ◊ Network communications
- ◊ Electronic mail systems
- ◊ Hardware maintenance
- ◊ Infrastructure hardware and software installation
- ◊ Mainframe applications
- ◊ Other IT problems

c. To assure continuous process improvement through comprehensive problem tracking and analysis of statistics and trends.

d. To assure INS end users a timely response to their problems and escalation of tickets to appropriate support tiers. Due to the large number of INS organizations (CLAIMS, IDENT, ENFORCEMENT, etc.) using REMEDY, it is the responsibility of each of these organizations to monitor their own tickets once the INS Help Desk has assigned a ticket. In addition, each organization is responsible for informing their users when a support analyst will arrive or call to help.

Use or disclosure of proposal data is subject to the restriction on the title page

e. The INS Help Desk is responsible for overseeing REMEDY tickets for all organizations and informing the Director of User Services of any problems or issues.

f. To answer Help Desk calls in a manner so timely and responsive as to pursue a less than 9% weekly average rate of abandoned calls.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.3.

3. Requirements

WGSI shall provide First Tier User Support as defined in contract Section C.3. WGSI shall provide all necessary personnel, supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Help Desk Staffing

WGSI agrees to supply a staffing mix to support a centralized INS Help Desk that provides problem analysis and resolution. The Help Desk shall coordinate all user requests for problem resolution and maintenance. WGSI is requesting an additional three (3) people for this task from the staffing level of GFY98. Justification for these extra positions can be found on page six (6) of this response.

Help Desk Tier 1 Duties and Responsibilities

The following description is WGSI's view of the duties and responsibilities of the INS Help Desk. WGSI will show how the Help Desk will work seamlessly with Second-tier support, FOS field support, Hardware maintenance, HQ Operations, the NCC, and Third-tier support. Under this contract, WGSI's responsibility for Third-tier problem resolution ends with referring such problems to the appropriate party - third-tier support shall be provided by parties other than WGSI. However, tickets for third-party applications (RAFACS, DACS, etc.) are assigned to the Help Desk queue for monitoring and follow-up. Many third-party personnel do not have access to REMEDY to track and monitor these tickets.

Using an automated trouble-ticket system (REMEDY), the Help Desk shall open a trouble ticket upon receipt of all initial trouble calls, and shall either resolve the problem or forward to appropriate technical support staff. If the problem cannot be resolved at the first-tier level, it shall be escalated according to the following principles:

Use or disclosure of proposal data is
subject to the restriction on the title page

- If the problem is related to any desktop application (Word, Excel, etc.), E-mail, or LAN/Server, and the Help Desk cannot solve the problem, the Help Desk shall escalate the problem to second-tier staff in the End User Computing (EUC) Branch (WGSI Task 03). Second-tier assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.

- If the problem is determined to be a communications problem, the Help Desk shall notify the Network Control Center (NCC) (WGSI Task 08) located in the Data Communications Branch. The NCC assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.

- If the problem is determined to involve software applications or systems engineering issues outside the scope of second-tier technical support, the Help Desk shall refer the problem to the third-tier technical support located in the Data Systems Division (DSD). Help Desk personnel shall assign tickets to some not all(IDENT, CLAIMS, Enforcement, etc.) third-tier technical support provided they have access to REMEDY. If the third-tier support point of contact does not have Remedy, the ticket stays in the Help Desk queue, and Help Desk is responsible for monitoring the ticket until third-tier can be contacted. Once third-tier support has helped the user, Help Desk is responsible for updating the ticket with problem solution, and closing the ticket.

- If the problem is determined to involve defective hardware equipment that is **under warranty**, the Help Desk shall contact the responsible vendor for resolution. These tickets stay assigned to the Help Desk queue for monitoring and follow-up.

- If the problem is determined to involve defective hardware equipment that is **out of warranty**, the Help Desk shall assign the ticket to Wang hardware (WGSI Task 07) for follow-up provided the equipment is listed on the INS CLIN Support Identification List. Wang hardware assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.

Use or disclosure of proposal data is
subject to the restriction on the title page

Once Help Desk has assigned the ticket to another support group (EUC, NCC, IDENT, etc.) it is the responsibility of that support group to contact the user with the expected arrival of a technical support person, provide updates and close the ticket. It is the responsibility of the Help Desk to provide up-to-date status to users when they call in. If the expected arrival time of the technical support is delayed, it is the responsibility of the assigned support group to inform the user of the delay.

- The INS Help Desk is the central point of contact for all INS support. It is imperative that all sites currently using REMEDY and all future sites planning to use REMEDY, send all ticket requests through the INS Help Desk. The INS Help Desk is responsible for making sure tickets are documented correctly before passing to other support organizations (NCC, Wang Hardware, etc.).

- Help Desk is responsible for tickets assigned to the Help Desk queue. Tickets assigned to other support groups become the responsibility of that support group. REMEDY has grown considerably over the past year. There are almost 20 support groups listed in REMEDY. Help Desk cannot be responsible for the work schedules of these organizations.

- Help Desk is responsible for overseeing all REMEDY tickets assigned to all INS organizations. WGSI Help Desk Management is responsible for reporting any problems and/or issues to the Director of User Services on a weekly basis. Help Desk cannot be responsible for the work schedules of all INS organizations who have access to REMEDY. Help Desk analysts inform users that once a ticket is assigned to second-tier, the NCC, etc. an analyst should be calling them within an hour to make an appointment to receive support.

- WGSI will identify and resolve commonly recurring problems related to standard office automation type hardware and software in use within INS. The standard desktop hardware and software configuration is based on the Technology Infrastructure Project (TIP). The current INS hardware configuration standard is the DELL OPTIPLEX GX1M, 266 MHz, Pentium II. The standard hardware configuration is based on a 300MHz machine and the enhanced version is based on a 333 MHz machine. The standard software configuration is the Windows 95 Operating System. Note: the standard configuration is continuously revised as technology improves.

- Help Desk shall be responsible for implementing a "knowledge database" troubleshooting tool for analysts. This knowledge database will allow analysts to ask key questions based on the problem and document the answers in the ticket while the user is on the phone. If the ticket still needs to be assigned to

Use or disclosure of proposal data is
subject to the restriction on the title page

second or third-tier support, basic key questions will have been documented and the user will not feel frustrated answering the same questions over again. As a result of this knowledge database, First-tier will be able to increase first-call resolutions.

Help Desk analysts are able to provide information on various systems status but do not have access to user accounts, provide information on publications, available classes, or end-user training. The knowledge database will be used for troubleshooting various systems, and applications not to provide information on user accounts, available publications and classes and end-user training. This information is provided to users by other INS organizations through global email messages.

- Help Desk also receives notification of WAN communications problems from the NCC, email and LAN/server problems from Second-tier, and problems with INS specific applications(RAFACS, IDENT, etc) from Third-tier support. Help Desk receives of pertinent information concerning the problem, opens a ticket, and informs other analysts of the problem(s), so that when users call, the Help Desk can provide timely updates.

Hours of Operation

- WGSI agrees to provide 24 X 7 (24 hours a day, 7 days a week) telephone coverage, without exception. WGSI will support the following INS shifts:
    - First shift hours: 7:00-15:30, 8:00-16:30, 9:00-17:30 (Eastern Time)
    - Second shift hours: 15:00 – 23:30 (Eastern Time)
    - Third shift hours: 23:00 – 7:30 (Eastern Time)
- WGSI agrees to add an analyst to cover the 6:00 – 3:00 timeframe in order to provide coverage during early morning hours as augmentation for the third shift staffing. This analyst will be considered first shift staffing.

Training

WGSI will provide sufficient training to the Help Desk staff to assure a work force that is well educated in the relevant technologies and applications and in specific INS applications. The INS must inform WGSI Help Desk management prior to any new applications deployed to the field, and/or any updates to current applications/systems. WGSI management will work with INS third-tier points of contact to arrange training for

Use or disclosure of proposal data is
subject to the restriction on the title page

all or selected Help Desk representative(s). Help Desk is responsible for updating/verifying phone numbers and names on the INS Point of Contact List.

Additional Personnel

WGSI is requesting three additional Help Desk Analysts be added to this task for 1999 for a total of 30 personnel. This extra staffing would allow all analysts to attend more training on and off site, and cross-train with second-tier and NCC personnel to allow for job enrichment and career path growth. Currently, Help Desk analysts are on the phones for eight hours a day, seven days a week. This is causing "analyst burnout." WGSI is proposing that Help Desk analysts stay on the ACD lines for six hours a day with the remaining two spent working with second-tier, the NCC, attending training classes (customer service or INS specific applications) or performing other Help Desk related duties.

Help Desk Tier 1 Operations

WGSI agrees to the following Help Desk operations:

- Help Desk analysts will make a best effort to answer any call within three (3) rings. It is impossible to monitor this statistic with the current ACD system. Placing a caller on hold does not constitute a response.

- Help Desk analysts shall make every reasonable attempt to solve the user's problem on the spot by asking questions that will diagnose the problem and talk the user through to a resolution. Completion of the REMEDY knowledge database will allow for more Help Desk first call resolutions. Help Desk analysts are responsible for documenting all resolved problems in problem tickets.

- Help Desk will follow the escalation procedures as documented later in this response. WGSI managers or a representative(s) from each support tier, (Help Desk, NCC, second-tier, HQ Operations, and Maintenance) meet every morning at 8:30 for a Status Meeting. Third-tier support representatives are not represented at these meetings. These meetings provide updates on previous day's activities/problems and provide information on upcoming projects. These daily meetings provide seamless coordination between all departments at INS.

- Help Desk involvement in maintenance-related functions shall include initial contact with the end user, initial problem determination, documenting the

Use or disclosure of proposal data is
subject to the restriction on the title page

ticket and assigning the ticket to Wang hardware (if equipment is out of warranty). Once the Help Desk has assigned a ticket to Wang hardware, it is their responsibility for contacting the user, providing expected arrival time of a support analyst, dispatching a support analyst, providing follow-up and closing the ticket. Help Desk's responsibility is to provide status updates to users when they call based on information in the ticket.

- Tracking of tickets for all "in warranty" equipment problems is the responsibility of the Help Desk. Analysts contact the appropriate vendor and work through a resolution with the user. These "in warranty" tickets stay assigned to Help Desk queue for monitoring purposes.

- The Help Desk uses REMEDY to track all trouble calls. The responsibility of operating and maintaining the REMEDY database falls under a separate task order, WGSI Task 08.

- The tracking system, REMEDY, shall document the problem-resolution of each ticket for historical purposes. It is the responsibility of each assigned department in REMEDY to provide a problem resolution for tickets assigned to them. For example, EUC is responsible for providing problem resolution for tickets they closed not the Help Desk.

- When a trouble ticket is opened, the Help Desk tells the user that someone from _____(EUC, NCC, or Third-Tier) will be contacting them within an hour with an expected arrival time of a support analyst. If necessary, the responsible support organization calls the user back to reschedule. Help Desk cannot be responsible for the work schedules of all organizations.

- Trouble tickets shall not be considered resolved, or closed until the support organization assigned the ticket (EUC, Wang hardware, etc.) has received positive confirmation through personally speaking with the user, by voicemail or email that the problem has been resolved to that user's satisfaction.

- WGSI shall provide any statistical data requested by the COTR regarding all problems that come to the Help Desk. WGSI will make every reasonable effort to comply with the COTR's request(s) within two business days.

- Trouble tickets may be opened by a user who contacts the Help Desk by calling the Hotline (202)514-1851, leaving voicemail, sending email to Help Desk (INS), or faxing (202)514-0576. Email, voicemail and faxes are

Use or disclosure of proposal data is
subject to the restriction on the title page

monitored every half-hour. Analysts open, update, and/or close tickets as required.

- It is also the responsibility of the Help Desk to call the Law Enforcement Service Center (LESC) every four hours for status updates. Every time an analyst calls the LESC for status checks, a ticket is opened, updated and closed. Additionally, the LESC can page the Help Desk in emergencies or call the Hotline number.

- The Help Desk is responsible for coordinating information for planned and unplanned outages to the user community. This is done through, AWES-Support (email), faxing, and Teleview. Help Desk receives notification of planned outages from the Justice Data Center one to two weeks prior to the outage. Help Desk coordinates sending the outage message to the INS user community with HQ Operations. The INS user community is informed of the outage two working days prior to the outage. Also, during the outage, Help Desk must work very closely with Production Control to provide timely information to users.

4. **Work Schedule, Period of Performance, Required Completion Date**

The period of performance for this Task Order is 1 November 1998 through 30 September 1999.

On-site hours of support are as previously described under "Hours of Operation".

As required by INS, WGSI will provide on-call duty in accordance with Section G.7 of the contract.

5. **Place of Delivery or Performance**

WGSI agrees that Help Desk Operations shall be performed at its present location in the INS Chester Arthur Building (CAB), 425 I Street, NW, Washington D.C.

6. **Deliverables**

WGSI agrees to deliver a Weekly Report by COB Tuesday to the Director of User Services on all Help Desk operations. The report shall include, but not be limited to, the following:

Use or disclosure of proposal data is
subject to the restriction on the title page

- Statistics regarding: the number of trouble tickets Help Desk opened, closed, and modified; average number of hours it took Help Desk to close tickets assigned to them; and an aging report by month showing number of trouble tickets assigned to Help Desk.
- Statistics regarding number of tickets Help Desk closed in 12 hours, percent closed in 12 hours (based on the number closed in 12 hours divided by the total number of Help Desk tickets)
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Weekly ACD statistics: number of accepted, answered, and abandoned calls; and percent abandoned (based on number accepted and answered).
- Weekly totals for received voicemails, emails and faxes.
- Any issues/concerns/actions hampering WGSI's performance of Help Desk operations with recommendations of any Government action required to resolve the problem.
- Financial status of the Task is sent under separate cover. When final figures are not available, the WGSI shall report projected financial status based on a financial model. WGSI shall provide the COTR with a written explanation of the financial model used. The Monthly roll-up report (see b., following) shall contain final financial figures.
- Progress on the resolution of any long-standing open trouble tickets or systemic problems.
- A Manning report of all hiring, firing, and other personnel changes, including notation of any vacancies or other variations in the established workforce level will be sent under separate cover once a week.
- A report on all training activities and an assessment of future training needs.

By the 15th of the month WGSI agrees to submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the preceding month.

5. **Security Requirements**

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin. Certain

Use or disclosure of proposal data is
subject to the restriction on the title page

individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

6. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Use or disclosure of proposal data is subject to the restriction on the title page

Part II. Service Level Agreement

1. Contract Number/Task Order Number: **HQ96-37/FOS99-002**
2. Introduction
   a. Organizations Involved
      (1) Service Provider: WANG Government Services, Inc. (WGSI)
         (a) POC Names: [redacted] Technical Manager, INS (b)(6)
                        Help Desk
         (b) Location: 425 I Street, NW
                       Room 5120
                       Washington, DC 20536
         (c) Telephone Numbers: (202) 616-7668 [redacted]
      (2) End User Organization:
         (a) POC Names: Glenn Hall
         (b) Location: 801 I Street, NW
                       6th Floor, Suite 640
                       Washington, DC 20001
         (c) Telephone Numbers: (202) 616-7685
   b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

Responsibilities of Service Provider (WGSI)

3.1 WGSI agrees it will:

a) Provide Help Desk Telephone Support 24 hours a day, 7 days a week.

b) Respond to a Help Desk initial call within a time frame not-to-exceed (NTE) 20 seconds (i.e., an on-hook wait time of NTE 3 rings).

Use or disclosure of proposal data is
subject to the restriction on the title page

c) Return 95% of voicemails and emails left by users within 60 minutes. All voicemails and emails will be returned within two hours.

d) Resolve 95% of tickets assigned to the Help Desk within one business day subject to the exceptions noted in the Performance Incentives table.

e) Ensure a less than 9% weekly average abandoned call rate.

f) Gather all required information from users and document in trouble ticket.

g) Provide ticket number to user and assign ticket to appropriate organization as soon as possible.

h) Use Remedy, the Government-provided automated trouble ticket system.

i) Help Desk monitors trouble tickets assigned to the Help Desk queue through resolution and closure of the problem.

j) Help Desk monitors all open REMEDY tickets assigned to all INS organizations. Points of contacts for each organization is notified by Help Desk management when the length of time tickets have been open exceed a reasonable timeframe.

k) Provide accurate and current responses tailored to individual users.

l) Provide courteous service.

m) Provide higher priority to workstations manned by Immigration and Naturalization Service (INS) senior management. These users are identified by a "Hot List" in Remedy.

n) Determine the nature of the problem and escalate the problem to second-tier staff in the End User Computing (EUC) Branch, the Network Control Center (NCC), Third-Tier support or to the Hardware Maintenance (Wang or warranty provider) support staff.

o) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table:

Use or disclosure of proposal data is
subject to the restriction on the title page

o) Develop and deliver escalation procedures.

p) Notify end-users of planned outages due to maintenance or other activities.

r) Track the number of trouble tickets opened and closed.

s) Track trends and frequencies in problem reports and actions taken to resolve problems.

t) Perform periodic surveys to monitor customer satisfaction.

Use or disclosure of proposal data is
subject to the restriction on the title page

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Assignee User Call Back	Maximum Resolution Time	Escalation Procedures
1	Urgent	Major system or network out of service, mission critical system not available or slow to respond	• Server Outage • Major loss of mission critical service(s)			Requires immediate notification escalation. A "Red Alert" condition requiring continuous focus of management and support team until resolved or reclassified to Classification Code 2. Help Desk will notify (no voice mail or E-mail) the EUC Team Leader or Technical Manager.
2	High	User or group of users out of service (mission-critical systems not affected)	• Major loss of service affecting multiple individuals or organizations. • Default classification for "Hot List" users • Application and system access problems (logon issues)			Problem resolution follows normal defined process for high priority problems. Help Desk will notify (no voice or E-mail) the EUC Team Leader or Technical Manager about tickets pertaining to "Hot List" users.

Use or disclosure of proposal data is subject to the restriction on the title page

			• Single workstation outage			
3	Medium	User or group of users able to process non-critical applications but at a significant inconvenience	• Virus Identification and Eradication • Printing problems impacting multiple users • E-mail access issues			

Criticality Classification Table						
Classification Code	**Criticality Level**	**Technical Impact on INS Users**	**Example(s)**	**Assignee User Call Back**	**Maximum Resolution Time**	**Escalation Procedures**
4	Low	User can continue to process with reasonable work-around constraints	• Capability within a system or application is not working properly • Create a new account • Request to change account • Workaround is available (e.g., user's default			

Use or disclosure of proposal data is subject to the restriction on the title page

			printer is down but an alternative printer is available) • Hardware upgrades to functioning workstation (e.g., memory or software)			

Criticality Classification Table						
Classification Code	**Criticality Level**	**Technical Impact on INS Users**	**Example(s)**	**Assignee User Call Back**	**Maximum Resolution Time**	**Escalation Procedures**
5	Low	Problem does not affect processing	• Questions about standard applications (e.g., MS Office suite, cc:Mail, Word Perfect) • Password resets • Assistance stepping through a procedure • Request for			Help Desk will handle majority of Classification Code 5 tickets. Help Desk staff will escalate password-reset tickets to EUC Desktop Support for servers they cannot access.

Use or disclosure of proposal data is subject to the restriction on the title page

			general IT information (e.g., memory upgrades, Internet access) • Resolution can be handled by Help Desk			
6	Low	Project involving 5 or more users and exception problems	• A problem for which a technical fix is pending or a request for service not related to a problem • An effort for which a project plan needs to be developed • A move/add/ change affecting 5 or more users (e.g., software installations)			Open tickets may be reclassified to Classification Code 6 if they are associated with a pending technical fix (i.e., parent-child relationship in Remedy). All such reclassifications require the approval of the appropriate Team Leader or the EUC Technical Manager

Use or disclosure of proposal data is subject to the restriction on the title page

a) Initiate escalation procedures for problems that prevent a number of people working, or put users' information at risk. The guideline for problems that need to be escalated is depicted in the following table.

Customer Escalation Levels for Critical and High Escalation Levels		
Escalation Level	Problem Time	To Whom
1		EUC Team Leader WGSI Technical Manager
2		End User Organization Manager WGSI Deputy Program Manager
3		WGSI Program Manager

3.2 Performance Incentives

The table below provides the performance incentives for the Help Desk SLA.

Help Desk - Performance Incentives						
Element	**Standard**	**Performance Requirement**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**
Resolution of Help Desk tickets	of tickets assigned to Help Desk resolved within 1 business day	No more than deviation from the established standard	Quarterly	REMEDY	+/- 1% total monthly labor price for Help Desk Operation +/- 1% variance. Maximum 3% total incentive.	Performance= closed ticket rate

***Exceptions**

Use or disclosure of proposal data is subject to the restriction on the title page

•

3.2.1 WGSI Payment

a. For performance of service that meets the standard, WGSI shall be paid the validated bill for the service.

b. For performance of a service that does not meet the standard WGSI shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.

c. For performance of a service that exceeds the standard, WGSI shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.

d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

e. In all cases, adjustment (reduced value or positive incentive) will not exceed 3% of the labor component of the validated bill for service for any individual incentive.

3.2.2 Example of Determination of Reduction (Call Resolution)

a. Assume an annual task order value of $1,000,000 (labor only).
b. Assume the measurement period is quarterly.
c. Assume the amount placed at risk is $250,000 ($1,000,000/4).
d. Assume the standard for number of calls resolved within one business day is 95% on a monthly basis.
e. Assume that the WGSI achieved a 93% call resolution rate.
f. Assume the incentive is based on +/- 1 % of the monthly labor invoiced price.
g. Assume 1% deviation allowed.
h. Assume the calculation is determined by:

Use or disclosure of proposal data is subject to the restriction on the title page

Calls resolved within 1 business day = resolution rate
Calls assigned to Help Desk

i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $250,000
Number of calls selecting analyst received: 22,500 (250 per day times 90 days)
Number of calls resolved within 1 business day: 20,925
Resolution rate: 93%
Incentive based on +/- 1% variance
Variance: 2%
Deviation allowed: 1%
Total Reduction for the Quarterly Period: **$2,500** ($250,000 times .01 variance)

3.2.3 Example of Determination of Performance Credit (Call Resolution)

a. Assume an annual task order value of $1,000,000 (labor only).
b. Assume the measurement period is quarterly.
c. Assume the amount placed at risk is $250,000 ($1,000,000/4).
d. Assume the standard for number of calls resolved within one business day is 95% on a monthly basis.
e. Assume that the WGSI achieved a 97 % call resolution rate.
f. Assume the incentive is based on +/- 1 % of the monthly labor invoiced price.
g. Assume 1% deviation allowed.
h. Assume the calculation is determined by:

Calls resolved within 1 business day = resolution rate
Calls assigned to Help Desk

i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: $250,000
Number of calls selecting analyst received: 22,500 (250 per day times 90 days)
Number of calls resolved within 1 business day: 21,825
Resolution rate: 97%
Incentive based on +/- 1% variance
Variance: 2%
Deviation allowed: 1%
Total Performance Credit for the Quarterly Period: **$2,500** ($250,000 times .01 variance)

Use or disclosure of proposal data is
subject to the restriction on the title page

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

a) Provide REMEDY software for use by the service provider

b) Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

c) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.

d) Describe the minimum information required (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)

e) Report all faults noticed by customers via the Help Desk.

f) Provide WGSI with a description of the problem and potential mission impact.

g) Ensure Help Desk analysts have same desktop configuration as the majority of INS users. This will be reviewed twice a year.

h) INS will inform Help Desk of new applications deployed to users in the field.

5. Conclusion

a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.

b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.

c) The terms of this SLA are effective November 1, 1998.

Use or disclosure of proposal data is
subject to the restriction on the title page

Service level and procedures herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Contracts Representative signature

Use or disclosure of proposal data is
subject to the restriction on the title page

Attachments:

Attachment A – Average Daily Call Volume

Use or disclosure of proposal data is
subject to the restriction on the title page

Attachment A – Average Daily Call Volume of Calls Reported to the Help Desk

Period	Total Calls	Average Calls/Day
January 1998	5840	188
February 1998	6235	223
March 1998	7193	232
April 1998	6958	232
May 1998	6004	194
June 1998	7270	242
July 1998	6771	227
August 1998	6535	211
Total Calls	52,807	
Total Average/Day		219

Use or disclosure of proposal data is
subject to the restriction on the title page

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. FACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000013	09/28/98	SID-8-00595	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
	10B. DATED (SEE ITEM 13) 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE BELOW DECREASE $740,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

List of Changes for Line Item 15:

Unit Price changed from $789,771.00 to $49,771.00
Total Obligated Amount changed from $789,771.00 to $49,771.00, resulting in a decrease of $740,000.00

The decrease applies to account/appropriation:
1581217/81SD.111C.14C.00 DECREASE OF $ 11,292.00
15X8598/81SD.321S.14S.00 DECREASE OF $ 175,370.00
(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 9/29/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D	PAGE	OF
	COW-7-C-0013 COW-8-P-0181 000013	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	15XB598/81SD.321S.91S.00 DECREASE OF $ 553,338.00				
	This modification has changed the obligated amount from $16,913,940.60 to $16,173,940.60 resulting in a decrease of $740,000.00				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. RACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000011	09/14/98	SID-8-00595	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X COW-7-C-0013
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification has increased the obligated amount by $1,389,771.00 from $15,524,169.60 to $16,913,940.60. The total obligated amount indicated on Modification 000010 to this contract was in error. The total amount obligated through modification 000010 was $15,524,169.60.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	9/14/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV.
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BE[illegible] CONT'D. COW-7-C-0013 COW-8-P-0181 000011	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
15	funding: 1581217/81SD.111C.14C.00 $ 61,063.00 15X8598/81SD.321S.14S.00 $ 175,370.00 15x8598/81sd.321s.91s.00 $ 553,338.00 $ ~~789,771.00~~ 789771.00 Accounting: SEE BELOW	1	LO	$789771.00	$789771.00
16	D302 PR# SID-8-00597 ADP SUPPORT SERVICES Accounting: 1581217/81DS.321U.19U.00	1	LO	$600000.00	$600000.00
	---------- The following information applies to all line items ----------				
	FOB: Destination				

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000010	09/07/98	DBD-8-00319	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

9A. AMENDMENT OF SOLICITATION NO

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change Increase $493,681.6

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the Issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

THIS MODIFICATION HAS INCREASED THE OBLIGATED AMOUNT OF THIS ORDER FROM $15,030,488.00 TO $16,913,940.60 FOR AN INCREASE OF $ 493,681.60

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert M. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	

NSN 7540-01-152-8070 30-105 STANDARD FORM 30 (REV.
PREVIOUS EDITION UNUSABLE Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0181 000010	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
14	ACCOUNING AND APPROPRIATION DATA 15X8598/81DS.321S.04S.00 $180.379.44 15X8598/81DS.321S.13S.00 $312,958.16 15X8598/81DS.321S.32S.00 $ 344.00 FOB: Destination	1	LO	$493681.60	$493681.60

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000009	08/12/98	SID-8-00507	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE BELOW Net Change $5,215,323.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount from $9,815,165.00 to $15,030,488.00 for an increase of $5,215,323.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 8/14/98

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0181 000009	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
13	Fnding for Task 5 - Field Operations Support Accounting/Finance 1581217/81SD.111B.845.00 $ 56,288.00 1581217/81SD.111U.14U.00 $ 511,552.00 1581217/81SD.121B.845.00 $ 828,710.00 1581217/81SD.131B.845.00 $ 243,492.00 1581217/81SD.151B.845.00 $ 393.378.00 15X8598/81SD.151K.14K.00 $ 620,782.00 1581217/81SD.171B.845.00 $ 16,384.00 1581217/81SD.221B.845.00 $ 16,375.00 1581217/81SD.311B.845.00 $ 14,296.00 1581217/81SD.321B.845.00 $ 23,869.00 15X8598/81SD.321K.14K.00 $ 1,613.00 15X8598/81SD.321S.14S.00 $2.274,257.00 15X1219/81SD.361W.14W.00 $ 10,485.00 1581217/81SD.381B.845.00 $ 46,161.00 15X8598/81SD.381K.14K.00 $ 23,130.00 1581217/81SD.531B.845.00 $ 134,551.00 $5,215,323.00 FOB: Destination	1	LO	$5215323.00	$5215323.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000008	08/01/98	NFU-8-00036	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
	10B. DATED (SEE ITEM 13) 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from $9,700,100.00 to $9,815,165.00 for an increase of $115,065.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
		Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
		16C. DATE SIGNED 9/5

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET | REF. NO. OF DOC. BEING CONT'D. COW-7-C-0v.3 COW-8-P-0181 000008 | PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
10	Data entry into AMIS/FIM at NFU Accounting: 1581217.81NU.112U.U09.00	1	LO	$45000.00	$45000.00
11	PR# NFU-8-00063 Data Entry into AMIS/FIM at NFU Accounting: 1581217/81NU.112U.U09.00	1	LO	$15000.00	$15000.00
12	D302 PR# SID-8-00504 ADP SUPPORT SERVICES Accounting: 1581217/81SD.321B.879.00$12,286.00 \ 15X8598/81SD.321S.848.00 $42,779.00	1	LO	$55065.00	$55065.00

---------- The following information applies to all line items ----------

FOB: Destination

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITAT	ODIFICATION OF CONTRACT	TRACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000007	07/07/98	ITG-8-00082	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
	10B. DATED (SEE ITEM 13) 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.0(

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHOR TY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification provides for continued support for the Intelligence Division.

This modification increases the obligated amount of this order from $9,668,400.00 to $9,700,100.00 for in increase of $31,700.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000006	07/06/98	SID-8-00410	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $1,000,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from $8,668,400.00 to $9,668,400.00 for an increase of $1,000,000.00

Acounting/Appropriation Data

1581217/81SD.111U.14U.00	$500,000.00
15X8598/81SD.151K.14K.00	$125,927.00
15X8598/81SD.321S.14S.00	$369,447.00
15X8598/818D.381K.14K.00	$ 4,626.00

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	7/6/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000005	05/15/98	NFU-8-00047	

CONTRACT ID CODE | PAGE 1 OF

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

[ ] 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

[X] 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[ ] The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers [ ] is extended, [ ] is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $45,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, [ ] is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification changes the obligated amount
From: $8,623,400.00
To: $8,668,400.00
for an increase of $45,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	5/14/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET | REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0181 000005 | PAGE 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
7	R70701 MGMT SUPT SVC - CONTRACT PROCURE/ACQ FOB: Destination	1	LO	$45000.00	$45000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT

NTRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000004	05/15/98	SID-8-00346	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
	10B. DATED (SEE ITEM 13) 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $2,500,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification changes the obligated amount of this award
From: $6,123,400.00
To: $8,623,400.00
For an increase of $2,500,000.00

Accounting and Appropriation Data
1581217/81SD.111B.845.00 $ 56,287.00
1581217/81SD.121B.845.00 $ 828,709.00
1581217/81SD.131B.845.00 $ 243,492.00
(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 5/14/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. COW-7-C-0013 COW-8-P-0181 000004	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	1581217/81SD.151B.845.00 $ 393,378.00 1581217/81SD.171B.845.00 $ 16,383.00 1581217/81SD.221B.845.00 $ 16,376.00 1581217/81SD.311B.845.00 $ 4,964.00 15X8598/81SD.321X.14K.00 $ 334.00 15X8598.81SD.321S.14S.00 $ 600,000.00 1581217/81SD.321X.14X.00 $ 659,363.00 1581217/81SD.321B.845.00 $ 46,162.00 1581217/81SD.531B.845.00 $ 134,552.00				
6	To fund Task Order COW-8-P-0181 (task 5 FOB: Destination	1	LO	$2500000.00	$2500000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

Author: Roy T Scales at HQ-IRM-002
Date: 5/13/98 12:43 PM
Priority: Normal
TO: Robert N Beaty at HQ-PRO-001, Glenn W Hall at HQ-IRM-001,
William A Totten at HQ-IRM-001
CC: Priscilla A Hunt at HQ-IRM-001, Alan Shelton at HQ-IRM-001, Usha Keene at HQ-IRM-001,
Sheilita Williams at HQ-IRM-001, Jerry H Russell at HQ-IRM-001,
Cynthia Aki at HQ-IRM-001
Subject: Funding Requisition No: SID-8-00346

BBeaty:

In reviewing the current funding status of Task Orders 1 (Prog Mgt), 2 (Help Desk), and 5 (FOS), recommend the $3M shown on the subject requisition be placed as follows:

Against Delivery Order COW-8-P0061: $500,000 (For Task Order 2).
Against Delivery Order COW-8-P0181: $2.5M (For Task Order 5)

This permits us to have sufficient funds available for expected invoices from Wang during the week of 11-15 May 98.

We also need to push for funding of the EUC Task Order and an additional $3M for Task Order 5 in the very near future.

I will provide additional information to all task managers concerning the estimates to completion for their tasks.

Thanks:

ROY

Memorandum

DATE: May 12, 1998

TO: Robert Beaty

FROM: Sheilita Williams

RE: Task Order #5 (COW-7-C-0013)

The attached requisition SID-8-00346 in the amount of $3,000,000 is for task order #5. This funding is for the continuous WANG support. Please take the necessary action to process this requisition.

If you have any questions, please contact me on 616-7669.

Sheilita Williams

Sheilita Williams

98 MAY 13 AM 8:56
CONTRACTS BRANCH

Page 1

REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

SEE INSTRUCTIONS ON REVERSE

1. NUMBER: SID-8-00346
2. DATE: 04/15/98
3. ACTIVITY SYMBOL: SEE BELOW

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM)
LOGISTICS BRANCH
425 I STREET, NW RM:2228
WASHINGTON, DC 20536

5. FROM: NAME AND ADDRESS-REQUISITIONER
C. ALAN SHELTON
SYSTEMS INTEGRATION DIVISION
425 I STREET, NW POC RM:S640
WASHINGTON, DC 20536
POC: GLENN HALL 202-616-7685

STOCK NUMBER	DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFGR., ETC.)	QUANTITY	UNIT	COST UNIT PRICE	COST AMOUNT	ACTION CODE
6	7	8	9	10	11	12
D30200	ADP SUPPORT SERVICES	1	SR	3000000 00	3000000 00	
Just:	****SEE ATTACHED DOCUMENTATION****					
	Recommended Vendor: WANG GOVERNMENT SERVICES, 7900 WESTPARK DRIVE MCLEAN, VA 22102 (703) 827-6320 Contact: [redacted] (b)(6)					
	task order 5					
	Contract: COW-7-C-0013					
	G104 NO: 1581217/81SD.111B.845.00 $56,287.00					
	G104 NO: 1581217/81SD.121B.845.00 $828,709.00					
	G104 NO: 1581217/81SD.131B.845.00 $243,492.00					
	G104 NO: 1581217/81SD.151B.845.00 $393,378.00					
	G104 NO: 1581217/81SD.171B.845.00 $16,383.00					
	G104 NO: 1581217/81SD.221B.845.00 $16,376.00					

RECEIVED ACQUISITION MGT BR 98 MAY 12 AM 11:14

98 MAY 13 AM 8:50 ... SECTION ... BRANCH

13. SIGNATURE OF REQUISITIONER: Alan Shelton /pmm
14. TITLE OF REQUISITIONER: ASSISTANT COMMISSIONER, SID
15. TOTAL: 3000000 00

16. KEY TO ACTION CODE 5/7/98

S	SUBSTITUTE ITEM	2	CANCELLED-NOT STOCKED
B	BACK ORDERED	3	CANCELLED-NOT ABLE TO IDENTIFY
D	PURCHASED FOR DIRECT SHIPMENT	0	OTHER-AS INDICATED
1	CANCELLED-STOCK EXHAUSTED		

PROCUREMENT SECTION (OR STOREROOM)
17. DATE RECEIVED
18. APPROVED
19. PURCHASE ORDER: DATE / NUMBER

I CERTIFY THAT THE ABOVE ARTICLES-COLUMNS 3, 9 AND 12 - HAVE BEEN RECEIVED.

20. LOCATION	21. DATE	22. SIGNATURE	23. TITLE

UNITED STATES DEPARTMENT OF JUSTICE
IMMIGRATION AND NATURALIZATION SERVICE
FORM G-614 (REV. 8-1-58)

G-614A

CERTIFICATION/AUTHORIZATION FUNDS AVAILABILITY
G104 NO. SID-8-3 NAME (PRINT): ACSAARS
SIGNATURE:

CLIN 1 2.5 M

REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

SEE INSTRUCTIONS ON REVERSE

1. NUMBER: SID-8-00346
2. DATE: 04/15/98
3. ACTIVITY SYMBOL: SEE BELOW

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM)
LOGISTICS BRANCH
425 I STREET, NW RM:2229
WASHINGTON, DC 20536

5. FROM: NAME AND ADDRESS-REQUISITIONER
C. ALAN SHELTON
SYSTEMS INTEGRATION DIVISION
425 I STREET, NW POC RM:S640
WASHINGTON, DC 20536
POC: GLENN HALL 202-616-7685

STOCK NUMBER	DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFGR., ETC.)	QUANTITY	UNIT	COST UNIT PRICE	COST AMOUNT	ACTION CODE
6	7	8	9	10	11	12
	G104 NO: 1581217/81SD.311B.845.00 $4,964.00					
	G104 NO: 15X8598/81SD.321K.14K.00 $334.00					
	G104 NO: 15X8598/81SD.321S.14S.00 $600,000.00					
	G104 NO: 1581217/81SD.321X.14X.00 $659,363.00					
	G104 NO: 1581217/81SD.381B.845.00 $46,162.00					
	G104 NO: 1581217/81SD.531B.845.00 $134,552.00					

13. SIGNATURE OF REQUISITIONER

14. TITLE OF REQUISITIONER: ASSISTANT COMMISSIONER, SID

15. TOTAL: 3000000 00

16. KEY TO ACTION CODE

S	SUBSTITUTE ITEM	2	CANCELLED-NOT STOCKED
B	BACK ORDERED	3	CANCELLED-NOT ABLE TO IDENTIFY
D	PURCHASED FOR DIRECT SHIPMENT	0	OTHER-AS INDICATED
1	CANCELLED-STOCK EXHAUSTED		

PROCUREMENT SECTION (OR STOREROOM)

17. DATE RECEIVED

18. APPROVED

19. PURCHASE ORDER: DATE / NUMBER

I CERTIFY THAT THE ABOVE ARTICLES-COLUMNS 5, 9 AND 12 - HAVE BEEN RECEIVED.

20. LOCATION | 21. DATE | 22. SIGNATURE | 23. TITLE

UNITED STATES DEPARTMENT OF JUSTICE
IMMIGRATION AND NATURALIZATION SERVICE
FORM G-514 (REV. 8-1-68)

G-514A

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	04/20/98	ITG-8-00062	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X COW-7-C-0013
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification has changed the obligated amount from
$6,091,700 to $6,123,400.00
for an increase of $31,700.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	4/28/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC BE. & CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0181 000003	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
5	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$31700.00	$31700.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	03/06/98	DSD-8-00067	

6. ISSUED BY CODE HQPRO

Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO

Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1581217/81DS.321B.860.00 Increase $15000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $6,076,700.00 To $6,091,700.00
For A Net Increase of $15,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 3/6/98

Working Copy

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$15000.00	$15000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	03/05/98	NPU-8-00010	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

CODE | FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X COW-7-C-0013,
COW-8-P-0181

10B. DATED (SEE ITEM 13)
02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Block 14 Increase $76700.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $6,000,000.00 To $6,076,700.00
For A Net Increase of $76,700.00

This modification adds funding in the amount of $45,000.00 for continued support of the National Firearms Unit and $31,700 for support of the Intelligence Division.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 3/5/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BE ...NTD. COW-7-C-0013 COW-8-P-0181 000001	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 PR# ITG-8-00033 ADP SUPPORT SERVICES Accounting: 1581217.81PG.171B.000.00	1	LO	$31700.00	$31700.00
3	R70701 MGMT SUPT SVC - CONTRACT PROCURE/ACQ Accounting: 1581217/81NU.112U.U09.00	1	LO	$45000.00	$45000.00
	---------- The following information applies to all line items ---------- FOB: Destination				

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 02/12/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-8-P-0181	4. REQUISITION/REFERENCE NO.: SID-8-00133

5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

7. TO:
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | d. STATE: VA | f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
[ ] a. PURCHASE — REFERENCE YOUR: _____
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: SEE BELOW

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	13. PLACE OF: a. INSPECTION	13. PLACE OF: b. ACCEPTANCE	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination	Destination	Destination		09/30/98	Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This Order is for Task Order 5 - Field Operations Support - of the subject contract. This task is described and the pricing for it is contained in attachment 1 hereto. Total estimated price of this order is $25,041,391.00					
1	Funding and Accounting Information 1581217/81SD.321B.845.00 $3,000,000.00 15x8598/81SD.321S.14S.00 $3,000,000.00	1	LO	$6000000.00	$6000000.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(h) TOT. (Cont. pages): $0.00

17. (i) GRAND TOTAL: $6000000.00

22. UNITED STATES OF AMERICA
BY (Signature): Robert N. Beaty

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 8/95)
Prescribed by GSA, FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Task Order and Service Level Agreement 5 -- Field Operations Support

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-005

Date of the Order: 10/16/97

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

1.1 Background

FOS/HM services are managed through a system of geographical theaters implemented by the SID. Theater management will use matrix resources to quickly and effectively respond to INS needs and priorities. INS Theater managers will assess operational requirements within their Theaters and direct/redirect FOS/HM contract IT resources to meet user needs. Under this organization, each site will receive sufficient FOS/HM services to take care of its workload and needs, regardless of the site's size or geographical location.

The initial ratio of "Users to Support Personnel" for FOS/HM is planned to be 1:100 using 25,000 as the estimated total number of INS personnel to calculate the support ratio. By FY99, the support ratio is planned to be 1:44. Figure 1-1 shows the current 45 FOS/HM theaters. Attachment A, to Task Order 1, lists the sites within each theater. The actual configuration of these theaters may change in response to unforeseen events or in response to recommendations made by the contractor and accepted by the Government.

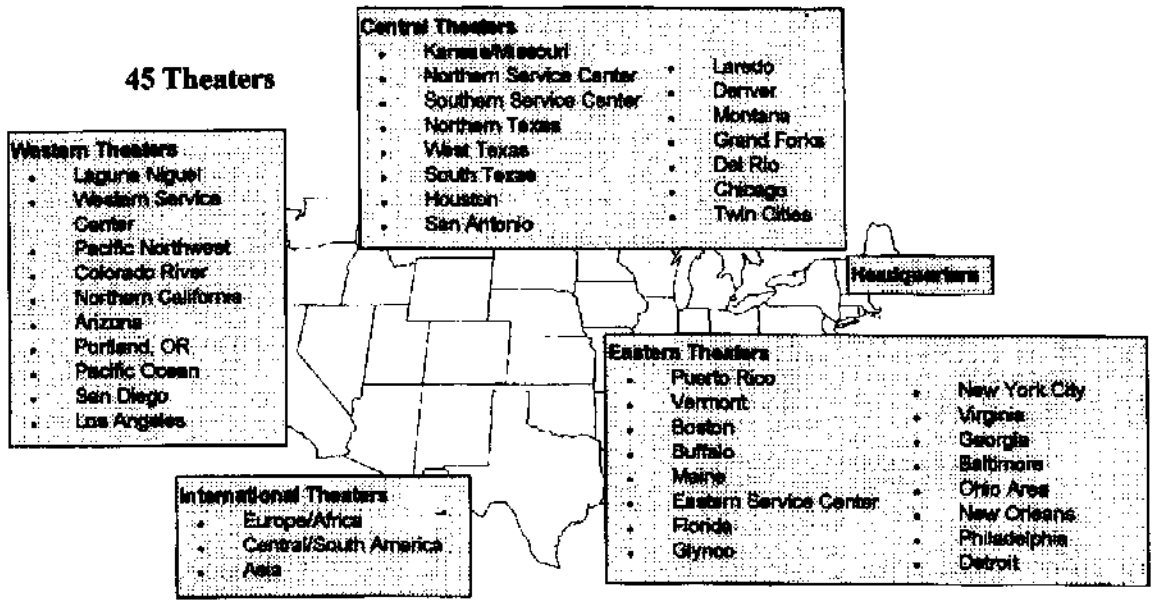


Figure 1-1: FOS/HM Theaters (Current)

1.2 Objectives

The purpose of this Task Order is to establish on site contractor support for the seamless integration of services and the administration of the FOS portion of FOS/HM. When a particular site needs assistance that exceeds the service the help desk can provide by telephone, the Theater Manager will deploy the appropriate number and skill mix of FOS/HM contractors deployed to that site. The INS FOS/HM Site Manager will coordinate support activities with the Theater Manager and will arrange for facility access.

Theater Managers are kept abreast of enterprise management issues through ongoing dialogues with SID Customer Service Representatives (CSRs) and SID functional managers. If a situation warrants, the Director, User Services Branch, can direct their assistance outside their designated theater or their participation in other enterprise management initiatives. This is a dynamic management approach that empowers field personnel to effectively manage their IT responsibilities.

2. References

Documentation for Work under this Task Order was obtained from Contract COW-7-C-0013 Section C.1.2 as well as Section J Attachment 1.

3. Requirements

The contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract. The contractor shall provide a single senior member of its corporate staff as Project Manager (PM) to serve as the focal point for management of the services provided under this task.

The primary responsibility of the PM is to act as liaison between the contractor and the Government in the conduct of the field office support effort related to this contract. The PM shall be at a sufficient organizational technical and contractual level of authority within the contractor's organization to ensure full access to corporate personnel commitment of resources which may be necessary in the performance of this contract, and in the technical and contractual resolution of all issues which pertain to that performance.

The Government will separately order program management and administrative support for the contractor's overall management of the contract. The contractor shall provide the following, but not limited to, the Field Operations Support as defined in contract Section C.1.2.

Task 1 - Information Technology Support Services for INS Field Offices

The contractor shall provide onsite operations support and technical support to INS Field Offices worldwide, as well as the centralized systems at INS Headquarters, to assist INS in providing a secure, effective, responsive environment for development, implementation, processing, and maintenance of information systems.

The contractor will ensure continual coordination between the staffs working on all task orders – for example, although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Board of Directors, as described in the FOS/HM Board Charter, which is available to the contractor.

INS Field Office support shall be deployed to the geographic theaters allowing for approximately a 1:100 ratio of support personnel to INS effective users for the base year only and 1:44 thereafter. These ratios are provided for information only. The Government may at its option, increase or decrease these ratios, at selected sites, by increasing or decreasing contract staffing levels throughout the period of performance to ensure adequate levels of user support. Support theaters allow for more responsive service calls and effective follow-up. The contractor shall support implementation of support theaters and recommend how best to achieve its goals. The contractor may be tasked to deploy personnel to these or any new INS sites. The Government will give the contractor 90 days notice of where contractor support will be required.

Subtask 1-1 - Systems Management Support. (Contract Section C.4.1) The contractor shall provide an enterprise-level, centralized, integrated approach to system management that maintains the operations, availability, and performance of hardware, software, and communications components of the INS WANs and LANs. The contract shall perform the following: network administration, system fault management, system performance management, system configuration management, and network security management. The contractor shall recommend other tools to optimize network performance and to provide the necessary look-down capability and traffic analysis capability to support system performance and availability requirements.

Subtask 1-2 - Site Relocation, Installations, and Integration (Contract Section C.4.6) The contractor shall assist the INS in preparing and installing new sites, relocating sites, de-installing sites, and integrating systems at field sites, as required by the Government. Support may include site surveys, site preparation, and equipment and software installation, de-installation, integration services, and inventory updating.

Subtask 1-3 - Documentation (Contract Section C.4.11) The contractor shall be responsible for providing, developing, maintaining, updating, storing, and distributing the following documentation:

- Existing procedures manuals and related documentation concerning functions performed and services provided under this contract
- New procedures manuals and related documentation, as directed by the Government, to provide comprehensive documentation for functions/services provided under this contract. The contractor shall identify and recommend for Government approval topics that require documentation
- Current editions of all documentation pertaining to COTS software applications and hardware in use within INS
- Bulletins, newsletters, and other written documentation to inform users about Help Desk operations and other matters pertaining to ADP operations and related support
- SDLC documentation updates for custom software

Subtask 1-4 - Technical Support (Contract Section C.4.12) The contractor shall provide technical assistance to support operating systems, DBMSs, and commercial software applications, including the following:

- Interact and perform liaison with both INS and contractor system program managers in support of operational INS application systems and developmental INS application systems.
- Enhance, update, and maintain system documentation, to include reproduction and distribution to INS users.
- Receive, validate, store, and retrieve processing data.
- Monitor and tune the INS' DBMS and operating systems, assist in the software

development process, and provide state-of-the-art solutions to user requirements.

- Participate with INS system program managers in special studies, reviews, and assessments of system characteristics and future requirements for enhancement/revision.
- Install, maintain, support, and update operating system software, DBMS system products, and commercial software products.
- Perform on-site support to users following new installations, upgrades, or modifications of their hardware or software systems, until users are fully operational under the new or modified systems.
- Provide imaging support.
- Develop and participate in the development of new or enhanced support services.
- Improve the ADP interface between INS and other Federal agencies, e.g., reporting problems with shared information systems managed by INS or another agency.
- Provide audit analysis support for file record storage efficiencies, accuracy, and reconciliation with automated records to include management analyst and junior analyst support.
- Perform platform-to-platform or application-to-application data conversion.

4. Work Schedule, Period of Performance, Required Completion Date

The Government requires performance to begin upon issuance of this Task Order.

5. Place of Delivery or Performance

Work under this Task Order shall be performed at INS Headquarters' offices, the INS Theaters, and the various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), and Sector Offices. INS foreign and domestic locations are depicted in contract Section J, Attachment I.

6. Deliverables

The contractor shall submit the following reports:

- The Weekly Activity Report (WAR) on all field office technical support activities
- A Monthly Summary of the WARs.

7. Security Requirements

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

8. Other Direct Costs

The use of other directs costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Task/Program Manager, and can be authorized only by the Contracting Officer's Technical Representative (COTR).

Part II. Service Level Agreement

1. Contract Number/Task Order Number: COW-7-C-0013/FOS98-005

2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the field office support and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

3. Organizations Involved

(1) Service Provider: Contractor Name

a) POC Names
b) Location
c) Telephone numbers/Fax numbers

(2) End User Organization Points of Contact:

a) POC Names: Glenn Hall, FOS,
b) Phone Numbers: (202) 616-7685

4. Responsibilities of Service Provider (Contractor)

4.1 The service provider agrees it will:

4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

(b)(4)

Performance Incentives						
Element	**Requirement**	**Standard**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**
Employee Staffing	Maximum staffing of qualified employees	Minimum average staffing rate of [redacted] maintained at all times per individual task order and service level agreement	Quarterly	Invoices, Government review of reports, records, and inspection	+/- .05% total value of individual task order for each +/- 5% variance	Performance = Actual employee staffing measured at the individual task order level. Example: Actual staffing rate = 90%, task order value = $100,000, .05% * $100,000 = $5,000 performance credit added to final invoice for task

5. Responsibilities of the End-User Organization

5.1 The end-user organization agrees it will:

1. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.

2. Provide timely review of products; clear technical direction; and timely formal acceptance of implementation milestones.

6. Signatures of the Government and the Contractor's Authorized Representative

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Representative

Service Provider Representative Signature

Service Provider Contract Representative Signature

Attachments A: WANG GOVERNMENT SERVICE RESPONSE

Attachment A

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 5 -- Field Operations Support

Contract Number/Task Order Number: COW-7-C-0013/FOS98-005

Date of Order: 12/17/97

PART I. TASK ORDER

3. Requirements

Task 1 - Information Technology Support Services for INS Field Offices

Wang Government Services Inc. (WGSI) will meet the requirements for field office support. The Field Operations Support (FOS) Project Manager which is part of Task Order 1: Program Management is the focal point for all FOS activities. The FOS Project Manager is tasked with providing seamless support between support supplied under separate task orders and this task. Support for foreign offices will be limited to travel from INS offices located within the borders of the United States.

Theater Concept: Wang Government Services, Inc. (WGSI) understands that the Immigration and Naturalization Service (INS) is planning to implement the Field Operations Support (FOS) services using a Theater Management concept. WGSI understands this concept was developed using geographic areas to develop the actual theaters. Within these theaters it is WGSI's understanding that the INS has an initial operating ratio of 1 support person for every 100 users.

Operational Areas: WGSI plans to implement the FOS program using operational areas. These operational areas will encompass multiple theaters while maintaining to the greatest extent possible the integrity of the existing INS organizational structure. The FOS operational areas are shown in Figure 1. Based on interviewing the Systems Integration Division management, the incumbent workforce, and INS field management, WGSI shares the belief held by INS management that the ratio of support staff to user population should be higher. There are several factors that bring WGSI to this conclusion: A contractor support workforce, particularly at the Service Centers, that requires support and are not included in the user side of the ratio; growing workforce, which requires more support and training than a stable workforce; and the INS's initiative on he deployment of basic office automation and INS developed applications.

INS-FOS OPS AREAS

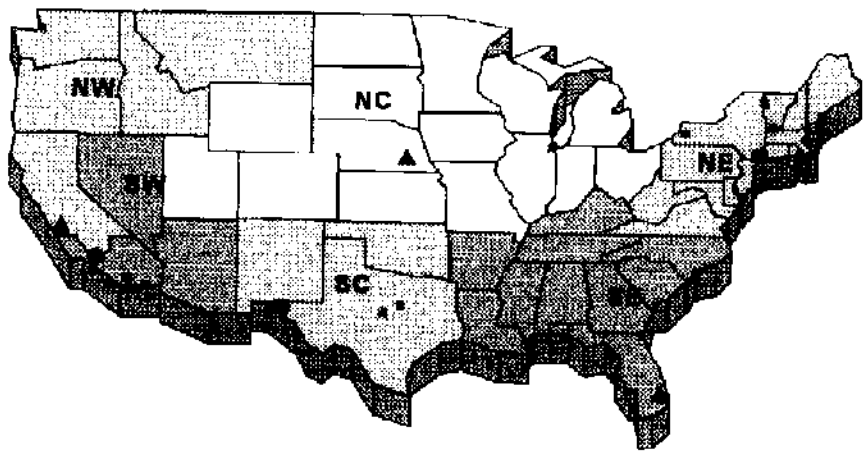


Figure 1

Service Requirements: There are three basic types of service that are required under this task order. The first type is for the day to day operational support of the INS field offices, this will include LAN management, or any other type of support requested that will be handled on a regular basis. The second type of support is the handling of trouble calls for the field users. These calls could be generated by the INS Help Desk or the users calling the support staff directly without the benefit of the INS Help Desk initiating a trouble call. This support encompasses a wide range of services from printing problems, hardware maintenance, software or supporting INS specific applications. The third type of service required by the field can best be described as project support. Projects can be classified as support that requires planning, exceeds the available resources in an acceptable time frame, or is of long duration and requires dedicated support. An example of this could be a site relocation, software upgrades, or support for an organization like the WIN/AFIS project in San Diego that has dedicated staff.

Organizational Structure: WGSI is proposing an organizational structure that takes into account both the various types of service required under this task order and the theater management concept. At the top of the FOS task order organization is the project manager. The project manager has overall responsibility for the FOS operations, and is the liaison between the WGSI and the INS program manager in the operations of this task.

Below the project manager are three regional managers, who have responsibility for the FOS activities in their respective regions. WGSI intends to place these regional managers

in; Laguna Niguel, CA at the Western Regional Office, El Paso, TX at the District Office for the Central Region, and New York, NY also at the District Office for the Eastern Region. While only the western region's manager is located at the regional office, WGSI believes the placement of the central and eastern regional managers at the El Paso and New York District Offices, respectively, places the responsibility at critical sites within these regions. These regional managers are being proposed as Technical Managers (Operations).

Each region is subsequently divided into two operational areas which will have a manager responsible for activities in those operational areas. The regional manager will act as the operational manager for one portion of the region. The other sites with operational managers are the Nebraska Service Center, the Miami District Office, and the Los Angeles District Office. Operational managers will work with the INS theater managers to stay apprised of support requirements within the theaters to maintain adequate support for the theater, or to request additional resources as needed. The operational managers are also tasked to work with the theater managers and the individual sites to develop a rotation of support staff within a theater to regularly visit all sites within the theater to ensure support is supplied to those sites without dedicated staff. The operational managers are also being proposed as Technical Managers (Operations).

Within each operational area, WGSI is proposing a technical manager (operations) for specific sites that are of sufficient size or complexity to require dedicated management support. These sites include the San Diego Border Patrol Sector and the WIN/AFIS project; the Chicago District Office and the Texas Service Center; and Vermont Service Center and INS Headquarters in Washington, DC. These technical managers (operations) will have responsibility for managing queues of trouble tickets, ensuring that support requests are documented and tracked, and that the required reports are completed. These technical managers (operations) will work with other technical managers (operations) managers to provide the required support throughout the theaters.

Smaller sites will have individuals designated as site leaders. Site leaders will report to the operational managers to maintain the required support for the staffed sites and the remote locations. Site leaders and the base workforce are tasked with the responsibility of providing the requested support to the INS field sites. Each site is required to provide a weekly report on activities that occurred during the week. This report of all activities will be forwarded to the INS site manager and the WGSI operational manager for inclusion into the operational area report. Operational area reports will be part of the regional report and those reports will be part of the weekly report to the INS Headquarters program management.

Travel Requirements: This management organization will necessitate extensive travel at the theater level for service requirements and at the operational and regional area levels to ensure that the support required is being supplied. Travel required by the Program Manager, Project Manager and the Quality Assurance Manager are part of Task Order 1: Program Management.

Incumbent Staffing: It is WGSI's approach to hire the incumbent staff at their current salary, job category, and duty location to the greatest extent possible within the CLIN and organizational structure of the FOS/HM contract. WGSI is also attempting to maintain and expand the pipeline of applicants that existed under previous contractor. The advantage of this approach is that it allows INS to maintain the incumbent workforce, and the applicants currently in the security pipeline. The disadvantage to this approach is that is requires the existing staff to receive a waiver of qualifications to perform their duties under the FOS/HM contract, if they do not meet the requirements of the new contract.

WGSI recognizes the INS objective of upgrading the skills of the field contract workforce. In addition, WGSI also recognizes the necessity to evolve field expertise as the field architecture evolves. Training is a critical component of all employees, including management. WGSI will work closely with INS program management to plan and execute a comprehensive training program.

Waiver of Qualification: WGSI will provide to the INS by 19 December 1997 a listing of incumbent staff retained by WGSI that require waivers of qualifications, and within 15 days of a pipeline employee's start date if they require a waiver of qualifications. WGSI will provide the request for waivers on incumbent staff on 19 December as we will know by that date which personnel accepted our offer of employment. By 31 January 1998 WGSI will provide an Individual Development Plan (IDP) for each incumbent employee that required a waiver (see attached form). This IDP will be included as part of the employee's Performance Management Plan (PMP). An employee PMP is part of WGSI's policy to continually improve the qualifications and skills of its employees. To ensure that the employees are making progress on their IDP and PMP, it will be part of each manager's PMP to ensure that employees of that manager are making measurable progress. There will be a semi-annual review of the IDPs with reports back to the INS program management office on progress to date. It is WGSI's assumption that waivers of qualifications are limited to one year in duration, and can be renewed on the basis of significant progress towards gaining the required certifications of the position, and maintaining acceptable performance on the job. For positions requiring a degree or experience that can not be completed within the first year, WGSI assumes that a continuing waiver of qualifications will be granted as long as job performance is maintained at an acceptable level.

In accordance with Contract COW-7-C-0013, the following personnel are required to have technical certifications:

C.6.1.4	Telecommunications Specialist/ LAN Manager
C.6.1.12	LAN Integrator/LAN Technician
C.6.1.14	Computer Systems Technician
C.6.1.30	Certified Network Engineer (CNE)

Jobs C.6.1.4 and C.6.1.30 require the individuals performing the jobs to be certified

network technicians. The telecommunications specialist/LAN manager shall possess both the Certified Network Administrator (CNA) and the Certified Network Engineer (CNE) certificates. The CNE must possess the Certified Network Engineer (CNE) certificate. The other two jobs require individual to possess certifications of technical training in their fields. The LAN Integrator/Technician is required to have a manufacturer's certification.

There are approximately 45 individuals listed in these job categories who do not meet the certification qualifications. These individuals can obtain these certifications with 6-12 months. The attached documentation provides the structure to facilitate the certification process. Specific resource information is provided to realize the individual action plans.

Staffing and Recruiting: The WGSI FOS project manager will work with the INS program management staff to define the additional support required to reach and maintain correct staffing levels and when possible, staff potential growth positions for technical manager (operations) at facilities located in Seattle, Laguna Niguel, CA, Dallas Southern Regional Office, Twin Cities, Burlington ERO, and the Buffalo District Office. Once staffing levels and locations have been defined, WGSI will recruit using the following procedure:

- WGSI program management notifies the recruiters of openings on the program which will including contract requirements and position specific needs. Based on this information, the recruiters begin to source candidates.
- Upon receipt of resumes, the recruiter screens candidates and forwards acceptable candidates to the appropriate manager for review and interview.
- The manager interview and selects candidate. If necessary the INS site representative can interview, but at a minimum will see the applicant resume for approval.
- Once a preferred candidate is selected, a copy of the resume will be forwarded to the INS COTR to ensure that the applicant meets the specific requirements for the position. If after an exhaustive search no candidates can be found that match the qualifications a waiver of qualifications will be requested for the best possible candidate.
- Upon INS approval, the manager works with the Recruiter to develop an offer letter which includes any specific terms, conditions, salary, and title. The Recruiter drafts the offer letter and sends it to HR Generalist.
- The HR Generalist reviews the offer letter and ensures that the following are consistent: DOL Wage Determinations for geographic area; grade and job code assignment; and salary relationship with peer group.
- The HR Generalist informs Recruiter if offer letter needs changes or if the offer is approved.
- Once any changes are made or approval is received, the recruiter sends the preferred candidate the appropriate employment paperwork (pre-made HR package, and security paperwork for INS). In addition to the offer letter and employment paperwork, a self-addressed Federal Express envelope is enclosed and addressed to the HR Generalist.

- The candidate receives the package and accepts the offer. All paperwork is returned to HR.
- HR notifies the recruiter and benefits via e-mail that the paperwork has been received and offer accepted. The HR department provides the program office with a copy of the application; offer letter; resume; and emergency contact form.
- The HR Generalist forwards the Security paperwork to the WGSI Security Group for vouchering.
- Once the vouchering process is cleared the security paperwork is sent to the FOS/HM COTR for funding of the security clearance.
- Once the WGSI security representative is notified by the INS security office that a waiver to work has been granted, they will notify the recruiter, a pre-determined member of program management personnel, and HR via e-mail.
- The recruiter works with the manager and the candidate and the INS field office to determine a start date. This is communicated to the HR Generalist via e-mail.
- HR processes the employee profile (EP) and initiates the payroll process upon the individual's start date.
- HR notifies the pre-determined member of program management staff and the recruiter as to the individual's employee number and first payday.

Contingency Planning: WGSI will refine its existing Contingency Plan and submit it to INS for review and approval on January 5, 1998.

Employee Retention: WGSI realizes that retaining outstanding performers is as important as finding good candidates to both the INS and WGSI. We believe that retention of staff is based on tangible and intangible benefits. WGSI personnel policies are designed to contribute to the retention of employees, a few of these incentives are: a spot bonus program, raises based on performance, and training for staff.

Quality Assurance: WGSI intends to form a Quality Management Team to identify and recommend measures to the Program Manager which correct problems or deficiencies identified in support of the INS/FOS HM contract and, to institute changes designed to meet or exceed both the customer's and WGSI's service level expectations. The team will meet regularly and focuses on deficiencies, recommendations, and suggested improvements obtained from customer surveys, field technical managers, support personnel, and others. This information is applied to procedures, standards, policies, and management actions in a bottom-to-top manner for all aspects of contract execution. The QC team is composed of the Program Manager, Project and Technical Managers, and others who are involved in the day-to-day delivery of services to the INS under this contract. INS personnel are encouraged to attend. The Program Manager, or designee, ensures that the team identifies the problems in a non-threatening manner and reduces them to clear issues for resolution.

Subtask 1-1 - Systems Management Support. (Contract Section C.4.1) WGSI will provide systems management support under this task order. This support will be

performed in conjunction with the NCC operations and the INS LAN management group to provide seamless and integrated support for the INS.

Subtask 1-2 - Site Relocation, Installations, and Integration (Contract Section C.4.6) WGSI will meet the requirements for this subtask. As previously stated work performed under this subtask can best be described as either project support, or a trouble call depending on the scope of the relocation, installation, or integration. For small efforts of this type, regardless of how the service is requested, a Help Desk trouble ticket will be generated to provide a method of tracking the support and the completion dates. This will provide the INS with a measuring tool for support requirements in the field. While small projects do not require extensive planning, every effort will be taken to insure that the operating environment is not adversely affected by changes, and that the required tracking of things such as inventory changes are followed up on. A site relocation, installation and integration that is of a sufficiently large nature will be considered a project. Projects will be tracked separately by the site leader, and operational manager. WGSI does not need to be the primary responsible organization for it to be tracked as a project. On-going projects will be reported on a weekly and monthly basis as part of the standard reports. WGSI is aware that the role of a support organization is to maintain and enhance the abilities of the users to perform their day to day jobs. To this end WGSI will plan for site relocation, installation and integration projects to first maintain user operability, next to meet any required time frames and third to minimize the need for any overtime.

Subtask 1-3 - Documentation (Contract Section C.4.11) WGSI will meet the governments stated requirements for documentation. WGSI will review the existing documentation for functions performed under this task order and will provide to the INS by 28 February 1998 recommendations for updates and additional documentation with a plan for updating this information including timeframes. This will include any SDLC documentation for custom software that is specifically requested by the INS. WGSI realizes that site specific documentation could exist and will need to be updated, but will recommend to the INS that a more standardized approach to documentation be pursued where possible. Any requests for the development of new documentation at either the site, regional, or headquarters level will be evaluated as a project and a level of effort needed to perform the project will be presented to INS management before development of new documentation will be undertaken.

Site leads will keep copies of all procedural, COTS and SDLC documentation that is provided or produced under this task order. Upon request by the INS personnel, this documentation can be reproduced and distributed to the users. Site leads will also be responsible for receiving from the SID CSRs, site management, and FOS/HM management any bulletins, newsletters and other documentation to inform users about ADP operations and related support. Distribution of these materials will only occur after site management has granted approval.

Subtask 1-4 - Technical Support (Contract Section C.4.12) WGSI will meet the requirements of this subtask. The support areas described in this section span all three

types of services required under this task. Day to day operational support activities will be coordinated with site management and theater managers. Trouble calls will be tracked using the Remedy system at the INS Help Desk. Project type support will be handled as previously explained. It is WGSI's intent to staff theaters with a mix of labor categories that will be able to support a majority of the requirements of a theater. If specific needs are not met by theater resources, a request will be made to the operational area manager to provide support. If the necessary support can not be found within the operational area, it will be brought to the attention of the regional manager. If the support still does not exist, it will be brought to the FOS project manager to find the resource either within the whole task or contract. Using the existing staff as a baseline for support, WGSI will work with the INS program manager and the individual regions and theaters to develop the appropriate staffing mix for the FOS task. This will be an on-going process, as the needs and the requirements for support change, the staffing mix will have to be reviewed. Training of the existing staff to meet the changing requirements will be WGSI's first choice to meet the new requirements, but WGSI will work with the INS to have the appropriate workforce in place.

PROPOSED STAFFING: An estimated staffing for this task order is listed in the cost proposal. It is the intent of WGSI to work with the INS to define the specific staffing requirements for the field office support.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is 1 November 1997 through 30 September 1998.

5. Place of Delivery or Performance

WGSI expects the work to be performed at INS locations.

6. Deliverables

WGSI agrees to provide the INS with the deliverables listed in this task order. In addition to the stated

7. Security Requirements

WGSI will meet the governments stated security requirements.

8. Other Direct Costs

The use of other directs costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Task/Program Manager, and can be authorized only by the Contracting Officer's Technical Representative (COTR).

PART II. SERVICE LEVEL AGREEMENT

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS98-005

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following task order acceptance. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the field office support, and based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect the first day of the second calendar month following acceptance of this Task Order revision, or at a mutually agreeable date. (March 1, 1998)

3. **Organizations Involved**

(1) Service Provider: Contractor Name

a) [redacted] Project Manager FOS
b) 7900 Westpark Drive, Suite LLG21 (b)(6)
c) McLean, VA 22102
d) (703) 827-3096

(2) End User Organization Points of Contact:

a) POC Names: Glenn Hall, FOS,
b) Phone Numbers: (202) 616-7685

4. **Responsibilities of Service Provider (Contractor)**

4.1 ***The service provider agrees it will:***

4.2 ***Performance Incentives***

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

1. WGSI requests that activation of performance measurements not begin until 90 days after the official acceptance of this Task Order. WGSI proposes to use this 90 day period as follows: 30 days to conduct analysis, 30 days to document and submit results to the INS for review, and 30 days to negotiate and obtain the INS' concurrence.

Performance Incentives						
Element	**Requirement**	**Standard**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**

5. Responsibilities of the End-User Organization

5.1 The end-user organization agrees it will:

1. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.

2. Provide timely review of products; clear technical direction; and timely formal acceptance of implementation milestones.

3. Work with the contractor to develop site specific staffing and support requirements.

4. Provide Government vehicles as available for transportation of personnel and Government Furnished Equipment.

6. Signatures of the Government and the Contractor's Authorized Representative

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government and the Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

_____

Immigration & Naturalization Service Contracting Officer

_____

Immigration & Naturalization Service COTR

_____

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Representative Signature

Attachment 1:

Task Order Costing Data Spreadsheet (17 Pages)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	ADMIN CTR/SRO	Dallas	TX									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	1/31/98									
E	Systems Network Administrator	3004	12/15/97									
E	Technical Manager	3002	12/15/97									
E	Senior Systems Analyst	3007	1/31/98									
E	Senior Systems Analyst	3007	3/1/98									
	TX SERVICE CENTER	Dallas	TX									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	1/31/98									
E	Technical Manager (Operations)	3002	1/31/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Senior Systems Analyst	3007	1/31/98									
E	Telecommunications Specialist	3003	12/15/97									
N/E	Telecommunications Specialist	3003	12/15/97									
N/E	Computer Systems Technician	3031	12/15/97									
	DALLAS DO	Dallas	TX									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer-LBA	3029	3/1/98	LBA								
E	Systems Network Administrator	3004	12/15/97									
	EL PASO DO	El Paso	TX									
E	Technical Manager (Operations)	3002	3/1/98									
E	Senior Systems Analyst	3007	12/15/97									
E	Certified Network Engineer	3029	1/31/98									
E	Certified Network Engineer	3029	1/31/98									
E	Certified Network Engineer	3029	1/31/98									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist	3003	3/1/98									
N/E	Computer Systems Technician	3032	3/1/98									
N/E	Computer Systems Technician	3032	3/1/98	LBA								

(b)(4)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	McALLEN BPS	McAllen	TX									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	1/31/98									
E	Certified Network Engineer	3029	1/31/98									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	3/1/98									
N/E	Computer Systems Technician	3033	3/1/98									
	EL PASO BPS	El Paso	TX									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	1/31/98									
E	Systems Network Administrator	3004	1/31/98									
N/E	Computer Systems Technician	3033	1/31/98	LBA								
N/E	Computer Systems Technician	3033	3/1/98	LBA								
N/E	Computer Systems Technician	3033	3/1/98	LBA								
N/E	Computer Systems Technician	3033	3/1/98									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
N/E	Computer Systems Technician	3033	1/31/98									
N/E	Computer Systems Technician	3033	1/31/98									
N/E	Computer Systems Technician	3033	1/31/98									
N/E	Computer Systems Technician	3033	3/1/98									
	LAREDO BPS	Laredo	TX									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3034	12/15/97									
E	Senior Systems Analyst	3007	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	MARFA BPS	Marfa	TX									
E	Telecommunications Specialist	3003	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	1/31/98									
	DEL RIO BPS	Del Rio	TX									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
N/E	Computer Systems Technician	3033	12/15/97									
	HARLINGEN DO	Harlingen	TX									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3034	3/1/98									
	CHICAGO DO	Chicago	IL									
E	Certified Network Engineer	3029	1/31/98									
E	Certified Network Engineer	3029	1/31/98									
E	Technical Manager (Operations)	3002	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator-STG	3004	3/1/98	STG								
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	3/1/98									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist-STG	3003	1/31/98	STG								
N/E	Computer Operator I	3035	1/31/98									
E	Network Specialist	3012	3/1/98									
N/E	LAN Integrator/Technician	3036	3/1/98									

(b)(4)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	NEBRASKA SERVICE CTR	Lincoln	NB									
E	Technical Manager (Operations)	3002	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator-LBA	3004	12/15/97	LBA								
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
N/E	Computer Systems Technician	3037	12/15/97									
N/E	Computer Systems Technician	3037	12/15/97									
N/E	Computer Systems Technician	3037	12/15/97									
	ADMIN CTR TWIN CITIES	St. Paul	MN									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	1/31/98									
E	Technical Manager	3002	1/31/98									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
N/E	Computer Systems Technician	3038	12/15/97	LBA								
	KANSAS CITY DO	Kansas City	MO									
E	Telecommunications Specialist	3003	12/15/97									
	HOUSTON DO	Houston	TX									
E	Senior Systems Analyst	3007	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
	SAN ANTONIO DO	San Antonio	TX									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
N/E	Computer Systems Technician	3039	1/31/98	LBA								

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	CHICAGO ASYLUM	Chicago	IL									
E	Telecommunications Specialist	3003	3/1/98									
	HOUSTON ASYLUM	Houston	TX									
E	Systems Network Administrator	3004	12/15/97									
	DENVER DO	Denver	CO									
E	Systems Network Administrator	3004	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
	HELENA, MT DO	Helena	MT									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist-LBA	3003	3/1/98	LBA								
	GRAND FORKS BPS	Grand Forks	ND									
E	Systems Network Administrator-LBA	3004	3/1/98	LBA								
	CHICAGO-CUSA	Chicago	IL									
E	Systems Network Administrator	3004	12/15/97	STG								
	ADMIN CTR/ERO	Burlington	VT									
E	Technical Manager	3002	3/1/98	LBA								
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Mid-Level Computer Specialist	3015	12/15/97									
	SWANTON BPS	Swanton	VT									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator-LBA	3004	12/15/97	LBA								

(b)(4)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	VT SVC CTR	St. Albans	VT									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	1/31/98									
E	Technical Manager (Operations)	3002	1/31/98	LBA								
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
N/E	Computer Systems Technician	3040	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
E	Systems Network Administrator-LBA	3004	3/1/98	LBA								
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
	BALTIMORE DO	Baltimore	MD									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3041	12/15/97									
	PHILADELPHIA DO	Philadelphia	PA									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist-STG	3003	3/1/98	STG								
E	Telecommunications Specialist-STG	3003	1/31/98	STG								
	NATIONAL FIREARMS UNIT	Altoona	PA									
N/E	Secretary	3042	12/15/97									
N/E	Secretary	3042	12/15/97									
N/E	Secretary	3042	12/15/97									
N/E	Secretary	3042	12/15/97									
N/E	Secretary	3042	12/15/97									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

(b)(4)

INS FOS
Task Order 5 -- Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	NEW YORK DO	New York	NY									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3043	12/15/97									
E	Technical Manager (Operations)	3002	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
N/E	Computer Systems Technician	3043	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
	VARICK ST STA	New York	NY									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist	3003	3/1/98									
	JFK AIRPORT	New York	NY									
E	Systems Network Administrator-LBA	3004	3/1/98	LBA								
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	1/31/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
E	Telecommunications Specialist-LBA	3003	3/1/98	LBA								
	ULSTER CNTY CORRECT FACILITY	Ulster Cnty	NY									
E	Mid-Level Computer Specialist	3015	12/15/97									
	NEW YORK ASYLUM	New York	NY									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Analyst	3008	12/15/97									
	NEWARK DO	Newark	NJ									
E	Network Specialist	3012	12/15/97									
N/E	Computer Systems Technician	3044	12/15/97									
N/E	Computer Systems Technician	3044	12/15/97									
N/E	Jr Computer Specialist	3045	3/1/98	LBA								
N/E	Computer Systems Technician	3044	1/31/98	LBA								

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 -- Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	NEWARK ASYLUM	Newark	NJ									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Analyst	3008	12/15/97									
	BUFFALO DO	Buffalo	NY									
E	Certified Network Engineer	3029	12/15/97									
E	Technical Manager	3002	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist-STG	3003	1/31/98	STG								
E	Telecommunications Specialist-STG	3003	3/1/98	STG								
	TORONTO	Toronto	Canada									
E	Systems Network Administrator	3004	1/31/98									
	DETROIT DO	Detroit	MI									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
	MIAMI DO	Miami	FL									
N/E	Secretary	3046	12/15/97									
E	Technical Manager (Operations)	3002	1/31/98									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	1/31/98									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Telecommunications Specialist-STG	3003	3/1/98	STG								
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	12/15/97									
	MIAMI THEATRE/ROME SPC	Miami	FL									
E	Systems Network Administrator-STG	3004	1/31/98	STG								
E	Telecommunications Specialist-STG	3003	3/1/98	STG								
	MIAMI ASYLUM	Miami	FL									
E	Certified Network Engineer	3029	12/15/97									
E	Network Specialist	3012	12/15/97									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 -- Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	TAMPA SO	Tampa	FL									
E	Systems Network Administrator	3004	1/31/98									
	JACKSONVILLE SO	Jacksonville	FL									
E	Systems Network Administrator-STG	3004	1/31/98	STG								
	ORLANDO	Orlando	FL									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
	MIAMI AIRPORT	Miami	FL									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
	ATLANTA DO	Atlanta	GA									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
	CHARLOTTE SO	Charlotte	NC									
E	Systems Network Administrator-STG	3004	3/1/98	STG								
	GLYNCO, GA	Glynco	GA									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3047	12/15/97									
E	Systems Network Administrator-STG	3004	1/31/98	STG								
	WASHINGTON DC	Arlington	VA									
E	Telecommunications Specialist	3003	12/15/97									
E	Network Specialist	3012	12/15/97									
E	Technical Manager (Operations)	3002	1/31/98									
	WASHINGTON ASYLUM	Arlington	VA									
E	Network Specialist	3012	12/15/97									
	OAKDALE SPC	Oakdale	LA									
E	Senior Computer Specialist	3014	12/15/97									
	NEW ORLEANS DO	New Orleans	LA									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	3/1/98									
E	Systems Network Administrator	3004	1/31/98									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	MEMPHIS SO	Memphis	TN									
E	Systems Network Administrator	3004	1/31/98									
	CLEVELAND DO	Cleveland	OH									
E	Mid-Level Computer Specialist	3015	12/15/97									
	LESC	Burlington	VT									
E	Certified Network Engineer	3029	12/15/97									
	BOSTON DO	Boston	MA									
E	Systems Network Administrator-STG	3004	1/31/98	STG								
E	Telecommunications Specialist-STG	3003	3/1/98	STG								
	HARTFORD SO	Hartford	CT									
E	Systems Network Administrator-STG	3004	1/31/98	STG								
	PORTLAND, ME	Portland	ME									
E	Systems Network Administrator-LBA	3004	3/1/98	LBA								
	SAN JUAN DO	San Juan	PR									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist-STG	3003	1/31/98	STG								
N/E	Computer Systems Technician	3048	3/1/98	STG								
	PHILADELPHIA-CUSA	Philadelphia	PA									
E	Systems Network Administrator-STG	3004	12/15/97	STG								
	NY CUSA	New York	NY									
E	Systems Network Administrator	3004	12/15/97									
	MIAMI-CUSA	Miami	FL									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
	GARDEN CITY NY - CUSA	Garden City	NY									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	12/15/97									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	ADMIN CTR/WRO	Laguna Niguel	CA									
E	Technical Manager (Operations)	3002	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	ADP Hardware Engineer	3006	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
N/E	Computer Systems Technician	3049	3/1/98	LBA								
	CA SERVICE CENTER	Laguna Niguel	CA									
E	Technical Manager	3002	3/1/98									
E	Senior Systems Analyst	3007	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
N/E	Computer Operator I	3050	12/15/97									
N/E	Computer Operator I	3050	12/15/97									
N/E	Computer Systems Technician	3049	1/31/98									
N/E	Computer Systems Technician	3049	12/15/97									
	LA DISTRICT OFFICE	Los Angeles	CA									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Telecommunications Specialist-LBA	3003	12/15/97	LBA								
E	Senior Systems Analyst	3007	12/15/97									
E	Telecommunications Specialist-LBA	3003	3/1/98	LBA								
N/E	Computer Systems Technician	3049	3/1/98									
N/E	Computer Systems Technician	3049	12/15/97									
N/E	Computer Systems Technician	3049	1/31/98	LBA								
N/E	Computer Systems Technician	3049	1/31/98	LBA								

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
E	Technical Manager (Operations)	3002	1/31/98									
	LAX	Los Angeles	CA									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
	LA/VENTURA COUNTY	Los Angeles	CA									
E	Systems Network Administrator	3004	1/31/98									
	LA/ORANGE COUNTY	Los Angeles	CA									
E	Telecommunications Specialist	3003	12/15/97									
	SAN PEDRO SPG	San Pedro	CA									
E	Systems Network Administrator	3004	1/31/98									
	SAN DIEGO BPS	San Diego	CA									
E	Senior Systems Analyst	3007	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
N/E	Secretary	3051	12/15/97									
E	Technical Manager (Operations)	3002	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Senior Systems Analyst	3007	3/1/98									
N/E	Computer Systems Technician	3052	1/31/98									
	CHULA VISTA	Chula Vista	CA									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
	IMPERIAL BEACH	Imperial Beach	CA									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
N/E	Computer Systems Technician	3052	3/1/98									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

(b)(4)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	BROWN FIELD	Brownfield	CA									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Senior Systems Analyst	3007	1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
N/E	Computer Systems Technician	3052	12/15/97									
	CAMPO	Campo	CA									
E	Systems Network Administrator	3004	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
	EL CAJON	El Cajon	CA									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
	TEMECULA	Temecula	CA									
E	Systems Network Administrator	3004	1/31/98									
	SAN YSIDRO	San Ysidro	CA									
E	Systems Network Administrator	3004	3/1/98									
E	Senior Systems Analyst	3007	3/1/98									
E	Telecommunications Specialist-LBA	3003	1/31/98	LBA								
N/E	Computer Systems Technician	3052	1/31/98									
	SAN CLEMENTE	San Clemente	CA									
E	Systems Network Administrator	3004	3/1/98									
	PHOENIX DO	Phoenix	AZ									
E	Certified Network Engineer	3029	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Senior Systems Analyst	3007	1/31/98									
E	Systems Network Administrator	3004	3/1/98									
	NOGALES	Nogales	AZ									
E	Systems Network Administrator	3004	1/31/98									
	NOGALES STATION	Nogales	AZ									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist	3003	3/1/98									

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

(b)(4)

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	SAN DIEGO DO	San Diego	CA									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
	SAN FRANCISCO DO	San Francisco	CA									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	Telecommunications Specialist	3003	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist	3003	3/1/98									
	SAN FRAN (DO)	San Francisco	CA									
E	Systems Network Administrator	3004	1/31/98									
	HONOLULU DO	Honolulu	HI									
E	Network Specialist	3012	12/15/97									
E	Senior Computer Specialist	3014	12/15/97									
	YUMA PBS	Yuma	AZ									
E	Network Specialist	3012	12/15/97									
E	Network Specialist	3012	12/15/97									
	EL CENTRO BPS	El Centro	CA									
E	Certified Network Engineer	3029	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
N/E	Computer Systems Technician	3052	1/31/98									
E	Systems Network Administrator	3004	3/1/98									
	EL CENTRO SPC	El Centro	CA									
E	Systems Network Administrator	3004	1/31/98									
N/E	Computer Systems Technician	3052	3/1/98									

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	EL CENTRO STATION	El Centro	CA									
E	Systems Network Administrator	3004	1/31/98									
	CALEXICO	Calexico	CA									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3052	12/15/97									
N/E	Computer Systems Technician	3052	3/1/98									
	SEATTLE DO	Seattle	WA									
E	Systems Network Administrator	3004	12/15/97									
E	Technical Manager	3002	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
	SPOKANE SO	Spokane	WA									
E	Systems Network Administrator	3004	1/31/98									
	BLAINE STATION	Blaine	WA									
E	Systems Network Administrator	3004	12/15/97									
	ANCHORAGE DO	Anchorage	AL									
E	Mid-Level Computer Specialist	3015	12/15/97									
	PORTLAND, OR DO	Portland	OR									
E	Mid-Level Computer Specialist	3015	12/15/97									
	TUCSON BPS	Tucson	AZ									
E	Mid-Level Computer Specialist	3015	12/15/97									
E	Mid-Level Computer Specialist	3015	3/1/98									
	TUCSON STATION	Tucson	AZ									
E	Telecommunications Specialist	3003	3/1/98									
	DOUGLAS STATION	Douglas	AZ									
E	Systems Network Administrator	3004	1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	3/1/98									
	FLORENCE SPC	Florence	AZ									
E	Systems Network Administrator	3004	1/31/98									

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	SAN LUIS	San Luis	AZ									
E	Systems Network Administrator	3004	12/15/97									
	TUCSON SUB OFFICE	Tucson	AZ									
E	Telecommunications Specialist	3003	1/31/98									
	LA ASYLUM	Los Angeles	CA									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Analyst	3008	12/15/97									
E	Network Specialist	3012	12/15/97									
	SAN FRAN ASYLUM	San Francisco	CA									
E	Network Specialist	3012	12/15/97									
E	**AGANA (GUAM)**	Agana	GU									
E	Systems Network Administrator	3004	1/31/98									
	WIN/AFIS - SAN DIEGO	San Diego	CA									
E	Technical Manager	3002	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
	LA/Laguna Niguel - CUSA	Laguna Niguel	CA									
E	Systems Network Administrator-LBA	3004	3/1/98	LBA								
E	Certified Network Engineer	3029	1/31/98									

INS FOS
Task Order 5 – Field Operations Support
PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
E	[redacted]	Oakland	CA									
	Certified Network Engineer	9029	1/31/98									
E	[redacted]	El Monte	CA									
	Systems Network Administrator	9004	12/15/97									
E	[redacted]	Fresno	CA									
	Systems Network Administrator	9004	1/31/98									

SUBTOTAL LABOR SUMMARY [redacted]

OTHER DIRECT COST SUMMARY

Travel Estimate

Pagers (per employee)
Parking Expenses
Relocation Expenses
Office Supplies
Fedex
Training Classes

Total Summary for Task 5 [redacted]

U.S. Department of Justice
Immigration and Naturalization Service

425 I Street, N.W.
Washington, D C 20536

DEC 31 1997

Sr. Contracts Administrator
Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299

(b)(6)

Dear

This is to confirm the status of Task Order 5 - Field Office Support - under contract COW-7-C-0013. This task order has been negotiated and agreed to by the INS and Wang Government Services, Inc. The estimated total price for this task is $25, 041,391.00 and the period of performance will be from November 1, 1997 through September 30, 1998.

I would like to thank you for your efforts and cooperation in negotiating this task. An executed task order for task 5 should be executed and forwarded to you the first week of January.

Robert N. Beaty
Contracting Officer

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1 RACT ID CODE	PAGE 1 OF PAGES 2

2. AMEMDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000007	09/28/98	SID-8-00674	

6. ISSUED BY CODE	7. ADMINISTERED BY (If other than Item 6) CODE
HQPRO	HQPRO
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
TIN: 411571110 WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299 Attn: [redacted] (b)(6)		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
		10B. DATED (SEE ITEM 13) 12/09/97
CODE FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

15X8598/81SD.321S.68S.00 Decrease $97900.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

List of Changes For Line item number 7:

TASK 4

Total Obligated Amount changed from $350,000 to $252,100.
resulting in a decrease of $-97,900.

The decrease applies to account/appropriation:
15X8598/81SD.321S.68S.00
Total Amount changed from $350,000 to $252,100.
resulting in a decrease of $-97,900.
(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)
	16C. DATE SIGNED 9/29/98

NSN 7540-01-152-8070 30-105
PREVIOUS EDITION UNUSABLE

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0061 000007	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	This Modification Has Changed The Obligated Amount From $5,693,369.00 To $5,595,469.00 For A Net Decrease of $97,900.00 This Modification Has Changed The Total Amount From $5,693,369.00 To $5,595,469.00 For A Net Decrease of $97,900.00				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. RACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000006	09/28/98	SID-8-00595.	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
	10B. DATED (SEE ITEM 13) 12/09/97

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE BELOW Increase $740000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

NOTE: THIS FUNDING WAS TRANSFERRED FROM ORDER COW-8-P-0181

This Modification Has Changed The Obligated Amount
From $4,953,369.00 To $5,693,369.00
For A Net Increase of $740,000.00

This Modification Has Changed The Total Amount
From $4,953,369.00 To $5,693,369.00
For A Net Increase of $740,000.00
(continued)

TASK 1

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR [redacted] (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY [redacted] (Signature of Contracting Officer)	16C. DATE SIGNED

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BE[illegible] ONTD. COW-7-C-0013 COW-8-P-0061 000006	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
10	Accounting 1581217/81SD.111C.14C.00 $ 11,292.00 15X8598/81SD.321S.14S.00 $ 175,370.00 15X8598/81SD.321S.91S.00 $ 553,338.00 FOB: Destination	1	LO	$740000.00	$740000.00

NSN 7540-01-152-8067

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CON... ACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000005	See Block 16C	SID-8-00507	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
	10B. DATED (SEE ITEM 13) 12/09/97

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	Agreement of the Parties
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The period of performance of this task order is extended from September 30, 1998 through October 31, 1998. Option year one rates shall apply to the period of the extension.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted] (b)(6) Sr. Contracts Administrator	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED 9/30/98
16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 9/30/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		TRAC" ID CODE	PAGE 1 OF PAGES 2
2. AMENDMENT/MODIFICATION NO. 000004	3. EFFECTIVE DATE 08/12/98	4. REQUISITION/PURCHASE REQ. NO. SID-8-00507	5. PROJECT NO. (If applicable)

6. ISSUED BY CODE HQPRO	7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 41157111O	(X)	9A. AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
Attn: (b)(6)		10B. DATED (SEE ITEM 13) 12/09/97
CODE FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/81SD.321S.14S.00 Increase $1028369.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $3,925,000.00 To $4,953,369.00
For A Net Increase of $1,028,369.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 8/12/98

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. B	CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0061	000004	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1	Task one Project Management	1	LO	$858369.00	$858369.00
9	Task 2 - Help Desk	1	LO	$170000.00	$170000.00
	---------- The following information applies to all line items ----------				
	FOB: Destination				

NSN 7540-01 152-8067

Working Copy

OPTIONAL FORM [illegible]
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	05/15/98	SID-8-00346	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
	10B. DATED (SEE ITEM 13) 12/09/97

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE BELOW Increase $500000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification makes the following changes to D.O. COW-8-P-0061

1. Change the Requisition/Purchase Req No. (Block 4) of Modification 00002 from SDI-8-00348 to SID-8-00348.

2. This Modification Has Changed The Obligated Amount
From $3,425,000.00 To $3,925,000.00
For A Net Increase of $500,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR [Signature of person authorized to sign]	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY [signature] (Signature of Contracting Officer)	16C. DATE SIGNED 5/14/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC[illegible]G CONT'D. COW-7-C-0013 COW-8-P-0061 000003	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
8	To fund Task Order COW-8-P-0061 (Task 2) Funding Information for this Requisition is as follows: 1581217/81SD.111B.845.00 $ 56,287.00 1581217/81SD.121B.845.00 $ 828,709.00 1581217/81SD.131B.845.00 $ 243.492.00 1581217.81SD.151B.845.00 $ 393,378.00 1581217.81SD.171B.845.00 $ 16,383.00 1581217/81SD.221B.845.00 $ 16,376.00 1581217/81SD.311B.845.00 $ 4,964.00 15X8598/81SD.321K.14K.00 $ 334.00 15X8598/81SD.321S.14S.00 $ 600,000.00 1581217/81SD.321X.14X.00 $ 659,363.00 1581217/81SD.381B.845.00 $ 46,162.00 1581217/81SD.531B.845.00 $ 134,552.00 FOB: Destination	1	LO	$500000.00	$500000.00

616-7602
AESON
JOHNSON

Subtask 1-1 - Contract-Level Project Management. (Contract Section C.2) The Contractor shall provide a Program Manager (PM) to serve as the focal point for management of the services provided under this contract. The Contractor shall provide a Project Manager for Field Operations Support (FOS) and a Project Manager for Hardware Maintenance (HM). The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

The Contractor shall provide a Program Management Plan describing the contractor's understanding of the FOS/HM requirement and explaining how the contractor will manage the effort to meet all requirements. The Program Management Plan shall describe how the contractor will ensure continual coordination between the staffs working on all task orders. Although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The Program Management Plan shall describe how that seamless coordination will be achieved. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Program Management Committee, as described in the FOS/HM Committee Charter, (See Attachment B). The contractor's Program Plan shall describe how it will interface with the FOS/HM Committee.

The Contractor shall provide the required Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, Personnel and Staffing Plan, and Contract Transition Plans. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

Subtask 1-2 Management Planning. The Contractor shall participate with the INS FOS Project Manager and COTR in planning for future directions of all FOS programs and activities. Planning may include the preparation of feasibility studies, white papers, and other planning documents to be submitted for review by the Government.

Subtask 1-3 Automated Management Tracking. Within 90 days of Task Order award, the Contractor shall develop plans to maintain an electronic database of all help desk, operations, technical support, and maintenance activities performed under this contract and to provide for the collection and reporting of statistical information. This database will be installed on an INS Server and be accessible by various INS personnel. Access rights will be identified by the various INS Program Managers. The Contractor shall submit a planning document and recommendations concerning automated tools to be used in this effort and shall recommend formats and content for periodic management reports.

ATTACHMENT 1.

CONTINUATION SHEET	REF. NO. OF DOC: COW-7-C-0013 COW-8-P-0061	3 CONT'D: 000002	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
7	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$350000.00	$350000.00

- 252,100

AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
*000001	03/17/98	SID-8-00243	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013
X	COW-8-P-0061
	10B. DATED (SEE ITEM 13) 12/09/97

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
A5X8598/81SD.321S.68S.00 Increase $750000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount of this order
From $2,325,000.00 To $3,075,000.00
For A Net Increase of $750,000.00

This modification adds $750,000.00 to the funding for Task Order 0004
Headquarters Operations Support

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	3/17/98

NSN 7540-01-152-8070 30-105
PREVIOUS EDITION UNUSABLE
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

Best Reproducible Copy Available

Best Available Copy

ER FOR SUPPLIES OR SERVICES

PAGE	OF	PAGES
1		3

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER	2. CONTRACT NO. (If any)
12/09/97	COW-7-C-0013
3. ORDER NO.	**4. REQUISITION/REFERENCE NO.**
COW-8-P-0061	RNB-7-00001

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

7. TO:
a. NAME OF CONTRACTOR: WANG FEDERAL
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | d. STATE: VA | e. ZIP CODE: 22102-4299

8. TYPE OF ORDER
[ ] a. PURCHASE — REFERENCE YOUR:
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
See Schedule

10. REQUISITIONING OFFICE
INTERNATIONAL AFFAIRS & OUTREACH

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		9/30/98	Net 30 Days

13. PLACE OF

a. INSPECTION	b. ACCEPTANCE
Destination	Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This task order is for the first three tasks to be issued under the subject contract. These tasks are: 1: Program Management Services. This task is described and the pricing for it is contained in Attachment 1 hereto. 2: Help Desk Services. This task is described and the pricing for it is contained in Attachment 2 hereto. 3: Headquarters Operations Support. this task is described and the pricing for it is contained in Attachment 3 hereto. NOTE: Funding identified on page 2 is obligated on the basic contract. Invoices for this Delivery Order are to draw down from that funding. (continued)					

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

$2325000.00

17. (i). GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature) ▶

23. NAME (Typed)
Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 6/86)
Prescribed by GSA, FAR (48 CFR) 53.213(f)

CONTINUATION SHEET	REF. NO. OF DOCUMENT BEING CONT'D. COW-7-C-0013 COW-8-P-0061	PAGE 3 OF 3

NAME OF OFFEROR OR CONTRACTOR

WANG FEDERAL

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1	D302 ADP SUPPORT SERVICES Accounting: 1571217/71RF.221X.X01.00	1	LO	$1000000.00	$1000000.00
2	D302 PR# RNB-7-00002 ADP SUPPORT SERVICES Accounting: SEE BELOW	1	LO	$546000.00	$546000.00
3	D302 PR# RNB-7-00003 ADP SUPPORT SERVICES Accounting: 1571217/71SD.321B.551.53	1	LO	$80000.00	$80000.00
4	D302 PR# RNB-7-00004 ADP SUPPORT SERVICES Accounting: 1571217/71SD.321B.551.52	1	LO	$449000.00	$449000.00
5	D302 PR# RNB-7-00005 ADP SUPPORT SERVICES Accounting: 15X8598/71SD.321S.S51.51	1	LO	$250000.00	$250000.00

Task Order and Service Level Agreement 1 -- Project Management

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-001

Date of the Order: 12/08/97

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for Immigration Naturalization Service (INS) Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations, and associated peripherals.

1.1 Background

FOS/HM services are managed through a system of geographical theaters implemented by the Systems Integration Division. Theater management will use matrix resources to quickly and effectively respond to INS needs and priorities. INS Theater managers will assess operational requirements within their Theaters and direct/redirect FOS/HM contract IT resources to meet user needs. Under this organization, each site will receive sufficient FOS/HM services to take care of its workload and needs, regardless of the site's size or geographical location.

The initial ratio of "Users to Support Personnel" for FOS/HM is planned to be 1:100 using 25,000 as the estimated total number of INS personnel to calculate the support ratio. By FY99, the support ratio is planned to be 1:44. Figure 1-1 shows the current 45 FOS/HM theaters. Attachment A lists the sites within each theater. The actual configuration of these theaters may change in response to events or in response to recommendations made by the Contractor and accepted by the Government.

Attachment 1.

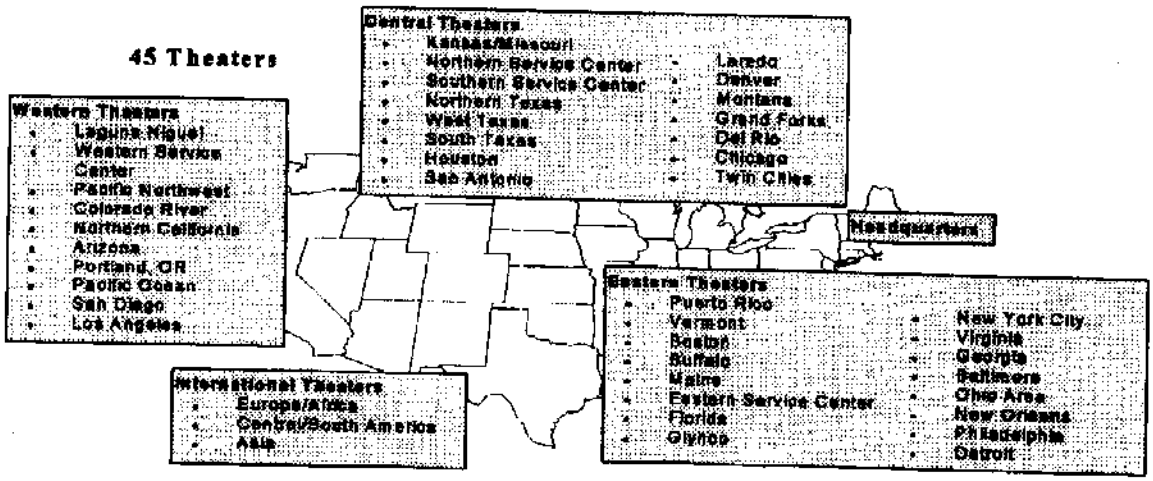


Figure 1-1: FOS/HM Theaters (Current)

1.2 Objectives

The purpose of this Task Order is to establish contractor Project Management for the administration of FOS/HM. Further, this Task Order will establish the Project Management Plans that will explain in detail how the contractor will manage the effort to meet all program requirements and provide for a seamless integration of services for FOS/HM users.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.2.

3. Requirements

The Contractor shall provide the following, for the Project Management as defined in contract Section C.2. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish the task(s) specified under this order.

ATTACHMENT 1.

Subtask 1-1 - Contract-Level Project Management. (Contract Section C.2) The Contractor shall provide a Program Manager (PM) to serve as the focal point for management of the services provided under this contract. The Contractor shall provide a Project Manager for Field Operations Support (FOS) and a Project Manager for Hardware Maintenance (HM). The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

The Contractor shall provide a Program Management Plan describing the contractor's understanding of the FOS/HM requirement and explaining how the contractor will manage the effort to meet all requirements. The Program Management Plan shall describe how the contractor will ensure continual coordination between the staffs working on all task orders. Although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The Program Management Plan shall describe how that seamless coordination will be achieved. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Program Management Committee, as described in the FOS/HM Committee Charter, (See Attachment B). The contractor's Program Plan shall describe how it will interface with the FOS/HM Committee.

The Contractor shall provide the required Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, Personnel and Staffing Plan, and Contract Transition Plans. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

Subtask 1-2 Management Planning. The Contractor shall participate with the INS FOS Project Manager and COTR in planning for future directions of all FOS programs and activities. Planning may include the preparation of feasibility studies, white papers, and other planning documents to be submitted for review by the Government.

Subtask 1-3 Automated Management Tracking. Within 90 days of Task Order award, the Contractor shall develop plans to maintain an electronic database of all help desk, operations, technical support, and maintenance activities performed under this contract and to provide for the collection and reporting of statistical information. This database will be installed on an INS Server and be accessible by various INS personnel. Access rights will be identified by the various INS Program Managers. The Contractor shall submit a planning document and recommendations concerning automated tools to be used in this effort and shall recommend formats and content for periodic management reports.

ATTACHMENT 1.

Subtask 1-4 - Transition. – (Contract Section C.2.1.7) The Contractor shall provide a successful transition (phase in) period as defined in the contract Section C.2.1.7. The Contractor shall become familiar with performance requirements, establish the management organization, and finalize required plans. The Contractor shall begin transition and assume duties in accordance with the approved Transition Plan. The Contractor shall be responsible for the phase-in of contractor personnel and the assumption of ongoing maintenance and operations support in accordance with the phase-in schedule presented in the contractor's Transition Plan. The Contractor shall submit plan updates to the COTR within 15 calendar days of an event necessitating update.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for Task Order is 17 September 1997 through 30 September 1998. The transition from incumbent FOS/HM contractors may occur in two stages: facility operations support beginning on 17 September 1997 and hardware maintenance at a date to be specified in Task Order 7.

5. Place of Delivery or Performance

Work under this Task Order shall be performed at the Contractor's site except in those specific instances in which the Government requires that some portion of the work must be performed at a Government site. Facility costs for performance at the Contractor's site will be proposed by the Contractor and negotiated with the Government prior to movement to that site.

6. Deliverables

As stated in the contract Section F.4, the following Deliverables are required with issuance of this Task Order:

1. Management Briefing (10 calendar days after contract award)
2. Project Management Plan (20 calendar days after contract award)
3. Quality Control Plan (20 calendar days after contract award)
4. Maintenance Plan (20 calendar days after contract award)
5. Contingency Plan (20 calendar days after contract award)
6. Personnel and Staffing Plan (20 calendar days after contract award)
7. Contract Transition (Phase-In) Plan (20 calendar days after contract award) - The plan will include the contractor's plan of phase-in, performance requirements, organization management, and transition issues
8. Contract Transition Plans (Phase-Out) (20 calendar days after contract award)
9. Management Reports (Monthly)

10. Service Incident Report (Continual) - Description of service provided, to whom, equipment, problem, resolution, etc.

11. Progress/status reports (per Task Order)

12. Contractor/Government Meetings shall take place every other Friday at the INS HQ building or as mutually agreed to by the parties. The contractor will be notified of the specific time of the meeting no later than 5 working days before the meeting.

13. Capacity Plan (Within 30 days of the Government's request) - The Contractor shall provide capacity planning for networks, the mainframe at Department of Justice Data Center (JDC), minicomputers or mid-tier platforms at Headquarters and in field offices, and for distributed microcomputer LAN servers throughout the INS. Once implemented, the Plan will be updated annually or within 15 days of an event necessitating update.

14. Documentation (as requested)

15. Periodic Reports:

    - Staffing Report – a weekly report (Wednesdays) listing any vacancies, personnel who have left, new hires, and comparison of actual staff to full Staffing Plan
    - Monthly full Financial Report -- a comprehensive report of personnel hours used, training and other ODCs, and all contract expenditures, in a "burn-rate" report. This report should be current as of the closing date of the previous month.
    - Mid-Monthly Financial Projection Report – a report, to be delivered on the week of the 15th of the month, on the projected burn-rate as of Friday of the week of the report. When the 15th falls on a Friday or a weekend, delivery of this report may be moved to the week following the week of the 15th if the delay is approved in advance by the FOS Program Manager and the Contracting Officer's Technical Representative (COTR).

Note: Project Management Plan, Quality Control Plan, Maintenance Plan, Contingency Plans, Personnel and Staffing Plan, and Contract Transition Plans shall be updated within 15 calendar days of an event necessitating update.

7. Security Requirements

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

8. Other Direct Costs

The use of other directs costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Program Manager, and can be authorized only by the COTR. The Contractor will attain prior

ATTACHMENT 1.

approval for any overtime greater than 4 hours per occurrence. Procedures for requesting travel and/or overtime approval(s) are contained in the current version of the INS Site Manager's Manual..

ATTACHMENT 1.

Part II. Service Level Agreement (Deleted by mutual agreement of the contracting parties.)

1. **Signatures of the Government and the Contractor's Authorized Representative**

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service User Services Representative

Immigration & Naturalization Service End User Representative

ATTACHMENT 1.

Service Provider Contract Representative Signature

(b)(6)

Service Provider Contract Representative Signature

Attachments:

A. FOS/HM Theaters and Local Sites

B. Charter for FOS/HM Board of Directors

ATTACHMENT 1.

ATTACHMENT A: FOS/HM THEATERS AND LOCAL SITES (CURRENT)

FOS EAST

BAND	cross ref numb	SITE	TABLE OF ORGANIZ. 5/27/97	NUMBER OF CONTRACTORS	NUMBER OF TERM EMPLOYEES	1 : 100 RATIO	CURRENT FOS DEPLOYMENT	IN THE QUEUE
11/26/97								
		FLORIDA	1,151					
1	1	MIAMI DO	592			6	4	3
1+	1.1	Miami DO IHP	0			0	0	0
1+	1.2	Tampa SO IHP	0			0	0	1
1+	1.3	Jacksonville SO IHP	0			0	0	1
1	2	Krome SPC	185			2	2	0
1	3	MIAMI BPS	59			1	0	0
1	4	Miami (Pembrook) Sta	0			0	0	0
2	59	MIAMI ASYLUM	71			1	1	0
6 MIP	193	West Palm Beach Sta (MIP)	9			0	0	0
6 MIA	194	West Palm Beach SO (MIA)	16			0	0	0
6	194.1	West Palm Beach AP	0			0	0	0
6	194.2	West Palm Beach GAF	0			0	0	0
6	194.3	West Palm Beach Seaport	0			0	0	0
6 MIA	195	Tampa SO (MIA)	55			1	0	0
6 MIA	196	Jacksonville SO (MIA)	27			0	0	0
6+	196.1	Orlando SO	0			0	1	1
7 MIA	208	MIAMI (HQ OCDETF)	13			0	0	0
7 MIA	209	MIAMI (HQ OGC)	0			0	0	0
7 MIA	210	FREEPORT (PRE)	0			0	0	0
7 MIA	211	NASSAU (PRE)	25			0	0	0
7 MIA	212	CAPE CANAVERAL	4			0	0	0
7 MIA	213	FORT PIERCE	0			0	0	0
7 MIA	214	FORT LAUDERDALE	33			0	0	0

ATTACHMENT 1.

7 MIA	215	PANAMA CITY	1			0	0	0
7 MIA	216	KEY WEST	8			0	0	0
7 MIA	217	MIAMI AP	0			0	1	0
7 MIA	218	MIAMI SEAPORT	0			0	0	0
7 MIA	218.1	ST. PETERSBURG AIRPORT	0			0	0	0
7 MIA	219	FT LAUDERDALE-HOLLYWOOD AP	0			0	0	0
7 MIA	219.1	FT. LAUDERDALE - GAF	0			0	0	0
7 MIA	219.2	FT. LAUDERDALE - EXEC	0			0	0	0
7 MIA	220	PORT EVERGLADES	0			0	0	0
7 MIA	221	ORLANDO AP	0			0	0	0
7+MIA	221.1	Orlando FL SO / IHP	0			0	0	0
7 MIP	222	JACKSONVILLE	7			0	0	0
7 MIP	223	ORLANDO	11			0	0	0
7 MIP	224	TAMPA	7			0	0	0
7 TAM	640	TAMPA AP	0			0	0	0
7 JAC	641	JACKSONVILLE SEAPORT	0			0	0	0
		NEW YORK CITY AREA	2,428					
2	53	NEW YORK ASYLUM	89			1	1	0
2	54	NEWARK ASYLUM	99			1	1	0
3	93	NEW YORK DO	1,234			12	7	4
3+	93.1	New York DO IHP	0			0	0	0
	94	MANHATTAN LEGALZ	0			0	0	0
	95	NYC VARRICK ST SPC	222			2	1	1
	96	BROOKLYN CITZ	35			0	0	0
	97	JFK AREA CONTRACT DETENTION	0			0	0	0
	97.1	Ulster Prison IHP	0			0	1	0
	97.2	Downstate Prison IHP	0			0	0	0
4	113	NEWARK DO (351)	283			3	3	1
	113.1	Newark Investigations (I-9)	0			0	0	0
	114	ELIZABETH, NJ. CONTRACT DETENTION	21			0	0	0
6	205	NY Telephone Center	0			0	0	0
7 NYC	299	NYC (HQ OGC)	0			0	0	0
7 NYC	300	NYC (HQ OCDETF)	11			0	0	0
7 NYC	301	NYC KENNEDY AP	385			4	0	3
7 NYC	302	NYC SEAPORT	0			0	0	0
7 NYC	303	BROOKLYN D&D	2			0	0	0
7 NYC	304	HAMILTON (PREI)	0			0	0	0
7 NYC	305	DOWNSTATE PRISON	0			0	0	0
7 NYC	306	ULSTER PRISON	0			0	0	0
7 NYC	307	NEWBURGH AP	0			0	0	0
7 NEW	393	NEWARK (HQ OGC)	0			0	0	0
7 NEW	393.1	NEWARK INTERNATIONAL AP	0			0	0	0
7 NEW	391	CAMDEN	47			0	0	0
7 NEW	392	MCGUIRE AFB	0			0	0	0
		VIRGINIA	287					
2	58	ARLINGTON ASYLUM (268)	43			0	1	0

ATTACHMENT 1.

4 WAS	105	Norfolk SO (WAS)	26			0	0	0
4	112	WASHINGTON DO	199			2	2	0
4+	112.1	Washington Invest (Alex)	0			0	0	0
4+	112.2	Board of Immig Appeals (Arl)	0			0	0	0
7 NOR	339	NORFOLK SEAPORT	0			0	0	0
7 WAS	388	WASH DO (HQ OGC)	19			0	0	0
7 WAS	389	ALEXANDRIA (HQ OGC)	0			0	0	0
7 WAS	390	WASH DULLES AP	0			0	0	0
		GEORGIA	254					
4	101	ATLANTA DO	183			2	2	0
8 ATL	178	Charlotte SO (ATL)	40			0	0	1
7 ATL	315	ATLANTA (HQ OGC))	9			0	0	0
7 ATL	317	ATLANTA AP (HARTSFIELD)	0			0	0	0
7 ATL	318	BIRMINGHAM	1			0	0	0
7 ATL	319	CHARLESTON	10			0	0	0
7 ATL	320	MOBILE	1			0	0	0
7 ATL	321	RALEIGH	3			0	0	0
7 ATL	322	SAVANNAH	3			0	0	0
7 ATL	323	WILMINGTON	1			0	0	0
7 ATL	324	TALLADEGA (DETEN)	3			0	0	0
7+ATL	324.1	Charlotte-Douglas AP	0			0	0	0
		DETROIT	308					
4	107	DETROIT DO	108			1	2	1
4+	107.3	Detroit City AP	35			0	0	0
8	169	DETROIT BPS	41			0	0	0
8	170	DETROIT	0			0	0	0
7 DET	340	DETROIT (HQ OGC)	0			0	0	0
7 DET	341	DETROIT (HQ OCDETF)	0			0	0	0
7 DET	342	ALGONAC	3			0	0	0
7 DET	343	DETROIT WAYNE AP	0			0	0	0
7 DET	344	DETROIT TUNNEL	30			0	0	0
7 DET	345	DETROIT BRIDGE	27			0	0	0
7 DET	346	DETROIT OCTF	0			0	0	0
7 DET	347	MARINE CITY	12			0	0	0
7 DET	348	PORT HURON	27			0	0	0
7 DET	349	ROBERTS LANDING	0			0	0	0
7 DET	350	SAULT STE MARIE	18			0	0	0
7 DTM	588	GRAND RAPIDS	3			0	0	0
7 DTM	589	PORT HURON	0			0	0	0
7 DTM	590	SAULT STE MARIE	0			0	0	0
7 DTM	591	TRENTON	6			0	0	0
		BALTIMORE	166					
4	109	BALTIMORE DO	152			2	2	0
4+	109.2	Wicomico Jail	0			0	0	0
4+	109.3	Dorchester IHP	0			0	0	0
4+	109.4	Caton, MD	0			0	0	0

ATTACHMENT 1.

4+	112.3	Andrews AFB	0			0	0	0
7 BAL	351	BALTIMORE (HQ OGC)	13			0	0	0
7 BAL	352	BALTIMORE BWI AP	0			0	0	0
7 BAL	353	PINEY POINT	0			0	0	0
7 BAL	354	BALTIMORE (HQ OCDETF)	0			0	0	0
7 BAL	355	FT MEADE	1			0	0	0
		PHILADELPHIA	258					
3+	99.2	Allenwood, PA IHP	25			0	0	0
5	129	PHILADELPHIA DO	233			2	1	1
6 PHI	178	Pittsburgh SO (PHI)	0			0	0	0
7 COW	411	ALTOONA, PA (NATL FIREARMS UNIT)	0			0	5	0
7 PHI	436	PHILADELPHIA AP	0			0	0	0
7 PHI	437	DOVER AFB	0			0	0	0
7 PIT	631	PITTSBURGH AP	0			0	0	0
7 PIT	632	ERIE	0			0		
		OHIO AREA	95					
4	111	Cincinnati SO (CLE)	27			0	0	0
5	130	CLEVELAND DO	61			1	1	0
7	328.1	Cincinnati AP	0			0	0	0
7 CLE	443	CLEVELAND AP	2			0	0	0
7 CLE	444	COLUMBUS	1			0	0	0
7 CLE	445	SANDUSKY	2			0	0	0
7 CLE	446	TOLEDO	1			0	0	0
7 CLE	447	CLEVELAND OCTF	1			0	0	0
		SAN JUAN, PR	337					
5	134	SAN JUAN DO	198			2	0	2
	135	AGUADILLA SPC	24			0	0	0
5	136	MAYAGUEZ BPS	0			0	0	0
5	137	Ramy Sta	46			0	0	0
6+	185.1	Charlotte Amalie SO	38			0	0	0
7 SAJ	329	CHRISTIANSTED, ST CROIX	20			0	0	0
7 SAJ	329.1	ST. THOMAS, VI AP	0			0	0	0
7 SAJ	330	CRUZ BAY, ST JOHN	2			0	0	0
7 COW	330	SAN JUAN (HQ INTEL OPS)	0			0	0	0
7 SAJ	459	MAYAGUEZ	5			0	0	0
7 SAJ	460	PONCE	2			0	0	0
7 SAJ	461	SAN JUAN AP	0			0	0	0
7 SAJ	462	ROOSEVELT ROADS	2			0	0	0
		VERMONT	185					
5	138	SWANTON BPS	58			1	0	0
5	139	Rouses Point Sta	0			0	0	0
	140	SWANTON STA	9			0	0	0
6	175	St Albans SO	0			0	0	0
6	204	EASTERN REGION	70			1	0	0
6.1	204.1	Admin Center, Burlington	0			0	5	0

ATTACHMENT 1.

7 COW	408	BURLNGTN (NATL CRIM ALIEN TRACK CTR)	0			0	0	0
7 SWB	463	BEECHER FALLS	4			0	0	0
7 SWB	464	CHAMPLAIN	17			0	0	0
7 SWB	465	DERBY LINE	0			0	0	0
7 SWB	466	MALONE (BURKE)	0			0	0	0
7 SWB	467	MASSENA	8			0	0	0
7 SWB	468	NEWPORT	9			0	0	0
7 SWB	469	OGDENSBURG	5			0	0	0
7 SWB	470	RICHFORD	5			0	0	0
7 POM	599	WILLISTON	0			0	0	0
7 POM	600	ALBURG	0			0	0	0
7 POM	601	ALBURG SPRINGS	0			0	0	0
7 POM	603	BEEBE PLAIN	0			0	0	0
7 POM	604	BEECHER FALLS	0			0	0	0
7 POM	607	CANAAN	0			0	0	0
7 POM	609	DERBY LINE	0			0	0	0
7 POM	613	HIGHGATE SPRINGS	0			0	0	0
7 POM	619	NORTH TROY	0			0	0	0
7 POM	619.1	EAST RICHFORD, VT	0			0	0	0
7 POM	619.2	WEST BERKSHIRE, VT	0			0	0	0
7 POM	619.3	ST. ALBANS, VT	0			0	0	0
7 POM	619.4	PINNACLE ROAD, VT	0			0	0	0
7 POM	620	NORTON	0			0	0	0
7 POM	621	PITTSBURG	0			0	0	0
7 POM	622	RICHFORD	0			0	0	0
		BOSTON	321					
4+	104.1	Boston District Counsel	0			0	0	0
4+	104.4	Danbury CT IHP	0			0	0	0
6	150	BOSTON DO	217			2	0	2
6	151	BOSTON SPC	0			0	0	0
6 BOS	188	Hartford SO (BOS)	75			1	0	1
6 BOS	189	Providence SO (BOS)	29			0	0	0
7 BOS	499	BOSTON (HQ OCDETF)	0			0	0	0
7 BOS	500	BOSTON-LOGAN AP	0			0	0	0
7 BOS	501	BOSTON (HQ OGC)	0			0	0	0
7 BOS	502	LEBANON	0			0	0	0
7 HAR	635	HARTFORD BRADLEY AP	0			0	0	0
7 HAR	636	NEW HAVEN	0			0	0	0
		BUFFALO	458					
6	152	BUFFALO DO	127			1	1	3
6+	151.1	Buffalo SPC	0			0	0	0
6	153	BUFFALO BPS (45)	15			0	0	0
	154	BUFFALO	12			0	0	0
6 BUF	197	Albany SO (BUF)	24			0	0	0
7 BUF	503	BUFFALO (HQ ENF)	0			0	0	0

ATTACHMENT 1.

7 BUF	504	CHAMPLAIN	34			0	0	0
7 BUF	505	CHATEAUGAY	0			0	0	0
7 BUF	506	FORT COVINGTON	1			0	0	0
7 BUF	507	LEWISTON	0			0	0	0
7 BUF	508	MASSENA	7			0	0	0
7 BUF	509	MOORES	0			0	0	0
7 BUF	510	MONTREAL (PREI)	34			0	0	0
7 BUF	511	NIAGARA FALLS	49			0	0	0
7 BUF	512	OGDENSBURG	7			0	0	0
7 BUF	513	PEACE BRIDGE	30			0	0	0
7 BUF	514	ROUSES POINT	0			0	0	0
7 BUF	515	ROOSEVELTOWN	0			0	0	0
7 BUF	516	THOUSAND ISLANDS	12			0	0	0
7 BUF	517	TORONTO (PREI)	61			1	0	0
7 BUF	518	SYRACUSE	4			0	0	0
7 BUF	519	TROUT RIVER	3			0	0	0
7 BUN	520	FULTON	5			0	0	0
7 BUN	521	NIAGARA FALLS	9			0	0	0
7 BUN	522	WATERTOWN	4			0	0	0
		NEW ORLEANS	350					
3+	98.1	Oakdale, LA IHP	0			0	0	0
3+	98.3	New Orleans Dist Counsel	0			0	0	0
3+	98.4	Oakdale Counsel	0			0	0	0
6	155	NEW ORLEANS DO (288)	110			1	0	1
6	156	Oakdale SPC	108			1	1	0
6	157	Louisville SO	15			0	0	0
6	158	Memphis SO	37			0	0	1
6	159	NEW ORLEANS SPS (70)	21			0	0	0
	160	NEW ORLEANS	12			0	0	0
7 NOL	529	BATON ROUGE	10			0	0	0
7 NOL	530	GULFPORT	11			0	0	0
7 NOL	531	LAKE CHARLES	9			0	0	0
7 NOL	532	NEW ORLEANS AP	0			0	0	0
7 NOL	533	PINEVILLE (HQ D&D)	0			0	0	0
7 NOL	533 1	NASHVILLE AP	0			0	0	0
7 NLL	534	BATON ROUGE	0			0	0	0
7 NLL	535	GULFPORT	0			0	0	0
7 NLL	536	LAKE CHARLES	0			0	0	0
7 NLL	537	LITTLE ROCK	10			0	0	0
7 NLL	538	MOBILE	7			0	0	0
		MAINE	236					
6	174	PORTLAND ME DO (184)	89			1	0	1
6	176	HOULTON BPS	42			0	0	0
	177	HOULTON	12			0	0	0
7 POM	602	BANGOR	4			0	0	0

ATTACHMENT 1.

7 POM	605	BRIDGEWATER	2			0	0	0
7 POM	606	CALAIS	7			0	0	0
7 POM	608	COBURN GORE	2			0	0	0
7 POM	610	FORT FAIRFIELD	5			0	0	0
7 POM	611	FORT KENT	5			0	0	0
7 POM	612	HAMLIN	0			0	0	0
7 POM	614	HOULTON	6			0	0	0
7 POM	615	JACKMAN	2			0	0	0
7 POM	616	LIMESTONE	2			0	0	0
7 POM	617	LUBEC	2			0	0	0
7 POM	618	MADAWASKA	10			0	0	0
7 POM	623	ST AURELIE	0			0	0	0
7 POM	624	VAN BUREN	8			0	0	0
7 POM	625	VANCEBORO	3			0	0	0
7 POM	625.1	EASTPORT, MAINE	0			0	0	0
7 POM	625.2	PORTLAND FERRY, MAINE	0			0	0	0
7 POM	625.3	BAR HARBOR, MAINE	0			0	0	0
7 HLT	626	CALAIS	15			0	0	0
7 HLT	627	FT. FAIRFIELD	5			0	0	0
7 HLT	628	JACKMAN	6			0	0	0
7 HLT	629	RANGELY	2			0	0	0
7 HLT	630	VAN BUREN	5			0	0	0
		Vermont Svc Center	575				6	
6	200	VERMONT SERVICE CENTER	575			6	7	2
		Totals =	7,409			62	59	31

FOS CENTRAL

BAND			Table of	NUMBER	NUMBER	1 . 100	CURRENT	IN THE
	cross		Organiz.	OF	OF	RATIO	FOS	QUEU
11/26/97	ref	SITE	5/27/97	CONTRACTORS	TERM		DEPLOYMENT	E
	numb				EMPLOYEES			
		WEST TEXAS	2,595					
1	20	EL PASO DO	127			5	1	1
1	21	El Paso SPC	138			0	0	0
	22	EL PASO (HQ AIR OPS)	13		4	0	0	0
		EP PASO FLIGHT INST.	3		1	0	0	0
	23	EL PASO DEL NORTE BR	0			0	0	0
	24	COLUMBUS	10			0	0	0
	25	YSLETA	0			0	0	0
1	26	EL PASO BPS	1,106			11	5	1
1	27	El Paso Sta	283		1	3	0	0
1	28	Las Cruses Sta	111			1	0	0
1	29	Ysleta Sta	172			2	0	0

ATTACHMENT 1.

1	30	Deming Sta	72			1	0	0
1	31	Alamagordo Sta	65			1	0	0
1	32	Fabens Sta	31			0	0	0
	33	SILVER CITY	2			0	0	0
2	83	MARFA BPS (205)	51	1	8	1	1	0
2+	83.1	Marfa Air Ops	0			0	0	0
2+	83.2	Marfa Checkpoint 67	0			0	0	0
2	84	Alpine Sta	29			0	0	0
2+	84.1	Alpine Chkpt 118	0			0	0	0
2+	84.2	Alpine Chkpt 385	0			0	0	0
2	86	Marfa Sta	25			0	0	0
2	88	Sierra Blanca Sta	30		1	0	0	0
2+	88.1	Big Spring, TX IHP	0			0	0	0
2+	88.2	La Tuna IHP (Anthony, TX)	0			0	0	0
2+	88.3	Sierra Blanca Checkpoint	0			0	0	0
3+	96.5	El Paso Spec. Coord. Ctr	0			0	0	0
6 ELP	191	Albuquerque SO (ELP)	31			0	0	0
7 HQ	236	ARTESIA (HQ TRNG)	0			0	0	0
7 ELP	237	EL PASO (HQ OGC)	0			0	0	0
7 ELP	238	EL PASO (HQ ASSET FORF)	0			0	0	0
7 ELP	239	EL PASO AP	0			0	0	0
7 ELP	240	EL PASO BR OF AMERICAS	0			0	0	0
7 ELP	241	FABENS	10			0	0	0
7 ELP	242	FT HANCOCK	4			0	0	0
7 ELP	243	ARTESIA (ELP)	1			0	0	0
7 ELP	244	EL PASO INTELLIGENCE CENTER (HQ)	0			0	0	0
7 ELP	245	PRESIDIO	12			0	0	0
7 EPT	246	ALBUQUERQUE	30			0	0	0
7 EPT	247	CARLSBAD	10			0	0	0
7 EPT	248	FORT HANCOCK	25			0	0	0
7 EPT	249	LORDSBURG	26			0	0	0
7 EPT	250	SIERRA BLANCA	0			0	0	0
7 EPT	251	TRUTH OR CONSEQUENCES	14			0	0	0
7 MAR	276	AMARILLO	4			0	0	0
7 MAR	277	BIG BEND NATL PARK	2			0	0	0
7 MAR	278	FORT STOCKTON	2		1	0	0	0
7 MAR	279	LUBBOCK	9			0	0	0
7 MAR	#REF!	PECOS	4		1	0	0	0
7 MAR	#REF!	PRESIDIO	20			0	0	0
		MIDLAND	7			0	0	0
7 MAR	#REF!	SANDERSON	6			0	0	0
7 MAR	#REF!	VAN HORN	12			0	0	0
7 SNA	397	JUAREZ LINCOLN BR	0			0	0	0
7 ABQ	637	SANTA THERESA	118			1	0	0
		SOUTH TEXAS	1,204					

ATTACHMENT 1.

2	40	MCALLEN BPS (626)	63		1	1	2	0
2+	40.1	McAllen Air Ops	6			0	0	0
2+	40.2	McAllen ASU	9			0	0	0
2	41	Brownsville Sta	158			2	0	0
2+	41.1	Brownsville ASU	9			0	0	0
2	43	Falfurrias Sta & Ckpt	52			1	0	0
2	44	Harlingen Sta	95	1		1	0	0
2	45	Kingsville Sta & Ckpt	82	1		1	0	0
2	46	McAllen Sta	63	1		1	0	0
2	47	Mercedes Sta	57			1	0	0
2	48	Port Isabel Sta	19			0	0	0
2	49	Rio Grande City Sta	40			0	0	0
2	50	HARLINGEN DO (471)	100	4	15	1	2	0
	51	PORT ISABEL SPC	134	58	3	1	0	0
2	52	Brownsville SO	74		1	0	0	0
7MCA	257.1	McAllen Airport	0			0	0	0
7 HAR	258	HARLINGEN (HQ OGC)	0			0	0	0
7HAR	258.1	Brownsville Gateway	71		1	0	0	0
7HAR	258.2	Brownsville B&M	0			0	0	0
7HAR	258.3	Brownsville Airport	0			0	0	0
7HAR	258.4	Pharr POE	0			0	0	0
7 HAR	259	FALCON HEIGHTS	0			0	0	0
7 HAR	260	LOS INDIOS	0			0	0	0
7 HAR	261	HARLINGEN POE	0			0	0	0
7 HAR	261.1	HARLINGEN AP	0			0	0	0
7 HAR	262	HIDALGO	78	2	2	0	0	0
7 HAR	263	LOS EBANOS	0			0	0	0
7 HAR	264	PROGRESO	30		1	0	0	0
7 HAR	265	RIO GRANDE CITY	0			0	0	0
7 HAR	266	ROMA	32		1	0	0	0
		HOUSTON AREA	528					
2	60	HOUSTON ASYLUM	31			0	1	0
4+	106.1	Huntsville TX IHP	33			0	0	0
4+	107.1	Houston District Counsel	25			0	0	0
5	127	HOUSTON DO (356)	295	38		3	1	2
5	128	HOUSTON D&D SPC?	30			1	0	0
6+	152.1	HUNTSVILLE SO	29			0	0	0
7 HOU	438	HOUSTON (HQ OGC)	22	1		0	0	0
7 HOU	439	HOUSTON (HQ OCDETF)	18			0	0	0
7 HOU	440	GALVESTON	4			0	0	0
7 HOU	441	HOUSTON AP	50			0	0	0
7 HOU	442	PORT ARTHUR	3			0	0	0
		LAREDO	637					
2	61	LAREDO BPS	23			1	3	0
		ADMINISTRATIVE	14			0	0	0

ATTACHMENT 1.

		ELECTRONICS SE	11			0	0	0
		VEHICLE REPAIR	12	2		0	0	0
		DETENTION SERV	14			0	0	0
		INTELLIGENICE ST	7			0	0	0
		ASU	13			0	0	0
2+	61.1	Laredo Air Ops	11			0	0	0
2+	61.2	Laredo Checkpoint	0			0	0	0
2	62	Cotulla Sta	34			0	0	0
2	63	Freer Sta	39			0	0	0
2+	63.1	Freer Checkpoint	52			0	0	0
2	64	Hebronville Sta	64			1	0	0
		SAN ANTONIO ST	0			0	0	0
		DALLAS STA	9			0	0	0
2+	64.1	Hebronville Chkpt 359 (40)	6			0	0	0
2+	64.2	Hebronville Checkpoint 16	66			0	0	0
2+	64.3	Hebronville Chkpt 1017	0			0	0	0
2	65	Laredo North (del Mar)	0			1	0	0
2	66	Laredo South Sta	150			1	0	0
5+	116	LAREDO SPC	109			0	0	0
7 LRT	268	ZAPATA	0			0	0	0
7 SNA	367.1	LAREDO-CONVENT STREET	3			0	0	0
7 SNA	400	LAREDO	0			0	0	0
7 SNA	400.1	LAREDO - BRIDGE 1	0			0	0	0
7 SNA	400.2	LAREDO COUMBIA BRIDGE	0			0	0	0
7 SNA	401	LAREDO ASU	0			0	0	0
		DEL RIO	625					
2	67	DEL RIO BPS	0			0	4	0
2	68	Brackettville Sta	0			0	0	0
2	69	Carrizo Springs Sta	54			1	0	0
2	70	Del Rio Sta	65			1	0	0
2	71	Eagle Pass Sta	106			1	0	0
		EAGLE PASS ASU	141		3	0	0	0
		ABILENE	11			0	0	0
		ABILENE ASU	3			0	0	0
		ABILENE DEO	2			0	0	0
		CARRIZO SPRINGS DEO	0			0	0	0
		DEL RIO ASU	0			0	0	0
		ROCKSPRINGS ST	7		1	0	0	0
		SAN ANGELO AS	8			0	0	0
		SAN ANGELO DE	16			0	0	0
		UVALDE STA	11			0	0	0
		DEL RIO HQ	3			0	0	0
2	72	San Angelo Sta	47			0	0	0
7 DRT	271	COMSTOCK	97		10	0	0	0
7 DRT	272	LLANO	16			0	0	0

ATTACHMENT 1.

7 SNA	395	AMISTAD DAM	35			0	0	0
7 SNA	396	DEL RIO	1			0	0	0
7 SNA	399	EAGLE PASS	0			0	0	0
		KANSAS/MISSOURI	161					
3	59	KANSAS CITY DO	84			1	0	0
6 KAN	192	St Louis SO (KAN)	60		1	0	0	0
7 KAN	280	WICHITA	37		1	0	0	0
7 KAN	291	Kansas City (HQ OGC)	0			0	0	0
7KAN	291.1	Kansas City IAP	0			0	0	0
7 STL	636	ST LOUIS LAMBERT AP	0			0	0	0
7 STL	639	ST LOUIS OCTF	0			0	0	0
		CHICAGO	628					
2	57	CHICAGO ASYLUM	31			0	0	0
4	102	CHICAGO DO	208	34	25	4	4	1
4+	102.1	Cook County Court	4			0	0	0
4+	102.2	Manon Prison	1			0	0	0
4+	102.3	Joliet Prison	2			0	0	0
4+	102.4	Chicago (HQ OCDETF)	1			0	0	0
		CHICAGO CUSA	18	8	67	0	0	0
4+	102.5	Chicago DO IHP	0			0	0	0
4+	103	BROADVIEW SPC	0			0	0	0
4+	103.1	Springfield IL IHP	0			0	0	0
5 CHI	161	Indianapolis SO (CHI)	24			0	0	0
6 CHI	162	Milwaukee SO (CHI)	22			0	0	0
7 CHI	325	CHICAGO (HQ OGC)	0			0	0	0
7 CHI	326	CHICAGO O'HARE AP	104			1	0	0
7 CHI	327	CHICAGO OCTF	0			0	0	0
7 CHI	328	SPRINGFIELD	7			0	0	0
		TWIN CITIES, MN	313					
4+	104.2	Central Regional Counsel	0			0	0	0
4	110	ST PAUL DO	89			1	0	0
6	208	Admin Center, Twin Cities	121	4	22	0	4	0
7 SPM	356	AMBROSE	0			0	0	0
7 SPM	357	ANTLER	1		1	0	0	0
7 SPM	358	BAUDETTE	2		0	0	0	0
7 SPM	359	CRANE LAKE	0		1	0	0	0
7 SPM	360	DULUTH	2		1	0	0	0
7 SPM	361	DUNSEITH	1		2	0	0	0
7 SPM	362	ELY	0		1	0	0	0
7 SPM	363	GRAND PORTAGE	3		4	0	0	0
7 SPM	364	HANNAH	1		0	0	0	0
7 SPM	365	HANSBORO	1		0	0	0	0
7 SPM	366	INTERNATIONAL FALLS	8		5	0	0	0
7 SPM	367	LANCASTER	1		0	0	0	0
7 SPM	368	MAIDA	1		0	0	0	0

ATTACHMENT 1.

7 SPM	369	MINN/ST PAUL AP	30		7	0	0	0
7 SPM	370	CARBURY	30		7	0	0	0
7 SPM	371	FORTUNA	1		0	0	0	0
7 SPM	372	MINOT	0		0	0	0	0
7 SPM	373	NECHE	1		0	0	0	0
7 SPM	374	NOONAN	1		0	0	0	0
7 SPM	375	NORTHGATE	1		0	0	0	0
7 SPM	376	NOYES	1		0	0	0	0
7 SPM	377	PINE CREEK	13		5	0	0	0
7 SPM	378	PORTAL	1		0	0	0	0
7 SPM	379	ROSEAU	8		4	0	0	0
7 SPM	380	SAINT JOHN	1		0	0	0	0
7 SPM	381	SARLES	1		0	0	0	0
7 SPM	382	SHERWOOD	1		0	0	0	0
7 SPM	383	WALHALLA	1		0	0	0	0
7 SPM	384	WARROAD	1		0	0	0	0
7 SPM	386	WESTHOPE	1		0	0	0	0
7 SPM	388	WINNIPEG (PREI)	1		0	0	0	0
7 SPM	387	FARGO	8		2	0	0	0
		SAN ANTONIO	734					
2	42	Corpus Christi Sta	3			0	0	0
2	73	Uvalde Sta	0			0	0	0
2+	73.1	Air Operations	0			0	0	0
2+	73.2	Checkpoint HWY 277	0			0	0	0
2+	73.3	Checkpoint HWY 57	0			0	0	0
2+	73.4	Checkpoint HWY 90a	0			0	0	0
2+	66.1	Big Spring, TX IHP	0			0	0	0
5	117	SAN ANTONIO DO	0			4	2	0
7 LRT	209	SAN ANTONIO	401			2	0	0
7 SNA	394	SAN ANTONIO (HQ OGC)	0			0	0	0
7 SNA	396	CORPUS CHRISTI	148	3	3	0	0	0
7 SNA	402	SAN ANTONIO AP	1			0	0	0
7 SNA	403	AUSTIN (INV)	9			0	0	0
		EDEB IHP	8			0	0	0
		LAREDO POE	11			0	0	0
		DELRIO POE	119		1	0	0	0
		EAGLE PASS POE	35			0	0	0
		NORTHERN TEXAS	347					
5	133	DALLAS DO	225			2	1	0
6 DAL	187	Oklahoma City SO (DAL)	29			0	0	0
6	203	CENTRAL REGION OFFICE	85			1	0	0
6+	203.1	Admin Center, Dallas	0			0	3	1
7 LRT	287	DALLAS (Euless)	0			0	0	0
7 ORT	270	ABILENE	0			0	0	0
7 COW	410	DALLAS (IMMIG CARD FACIL)	0			0	0	0

ATTACHMENT 1.

7 DAL	457	DALLAS (HQ OGC)	6			0	0	0
7 DAL	458	DALLAS DFW AP	0			0	0	0
7 NLL	538	MIAMI OK	0			0	0	0
		DENVER	196					
5	148	DENVER DO	152			2	0	1
	147	AURORA, CO. CONTRACT DETENTION	0			0	0	0
6 DEN	164	Salt Lake City SO (DEN)	35			0	0	0
6	164.1	Salt Lake City AP	0			0	0	0
7 DEN	476	DENVER (HQ DCDETF)	1			0	0	0
7 DEN	477	ALAMOSA	0			0	0	0
7 DEN	478	CASPER	3			0	0	0
7 DEN	479	DENVER STAPLETON AP	0			0	0	0
7 DEN	480	GRAND JUNCTION	3			0	0	0
7 DEN	481	PUEBLO	2			0	0	0
		MONTANA	209					
5	148	HELENA DO	0			1	0	0
6	167	HAVRE BPS (51)	115			0	0	0
	168	HAVRE	17	14		0	0	0
6 HEL	165	Sweetgrass SO (HEL)	6			0	0	0
6 HEL	166	Boise SO (HEL)	0			0	0	0
7 HEL	482	WHITETAIL	1			0	0	0
7 HEL	483	CHIEF MOUNTAIN	0			0	0	0
7 HEL	484	DEL BONITA	1			0	0	0
7 HEL	485	GREAT FALLS	0			0	0	0
7 HEL	486	PIEGAN	2			0	0	0
7 HEL	487	WILD HORSE	1			0	0	0
7 HEL	488	MISSOULA	0			0	0	0
7 HEL	489	IDAHO FALLS	5			0	0	0
7 HEL	490	MORGAN	1			0	0	0
7 HEL	491	OPHEIM	1			0	0	0
7 HEL	492	RAYMOND	3			0	0	0
7 HEL	493	SCOBEY	1			0	0	0
7 HEL	494	ROOSVILLE	3			0	0	0
7 HEL	495	TURNER	1			0	0	0
7 HEL	496	CALGARY (PREI)	19			0	0	0
7 HEL	497	EDMONTON (PREI)	10			0	0	0
7 HEL	498	WILLOW CREEK	1			0	0	0
7 HVM	580	BILLINGS	4			0	0	0
7 HVM	581	MALTA	2			0	0	0
7 HVM	582	PLENTYWOOD	3			0	0	0
7 HVM	583	SCOBEY	2			0	0	0
7 HVM	584	SHELBY	4			0	0	0
7 HVM	585	ST MARY	2			0	0	0
7 HVM	586	SWEETGRASS	3			0	0	0
7 HVM	587	TWIN FALLS	8			0	0	0

ATTACHMENT 1.

7 BOI	634	BOISE OCTF	0			0	0	0
		GRAND FORKS	50					
6	172	GRAND FORKS BPS	20			0	0	0
	173	GRAND FORKS	4			0	0	0
7 GFN	592	BOTTINEAU	5			0	0	0
7 GFN	593	DULUTH	4			0	0	0
7 GFN	594	GRAND MARIAS	4			0	0	0
7 GFN	595	INTERNATIONAL FALLS	2			0	0	0
7 GFN	596	PEMBINA	3			0	0	0
7 GFN	597	PORTAL	4			0	0	0
7 GFN	598	WARROAD	4			0	0	0
6	199	TEXAS SERVICE CTR	347			3	7	0
		Nebraska Svc Center	592					
4+	104.3	Nebraska Svc Ctr Counsel	222			0	10	0
5	129	OMAHA DO	46	331	3	0	0	0
6	201	NEBRASKA SERVICE CTR	544			5	9	1
		TOTALS =	9,154			74	60	8

ATTACHMENT 1.

FOS WEST

BAND	cross		Table of Organ iz.	NUMBER OF	NUMBER OF	1 : 100 RATIO	CURRENT FOS	IN THE QUEUE
11/26/97	ref numb	SITE	5/27/97	CONTRACTORS	TERM EMPLOYEES		DEPLOYMENT	
		SAN DIEGO (4,000+)	3,964					
1	5	SAN DIEGO DO	972			10	6	3
1+	6.1	San Diego DO IHP	4			0	0	0
1	7	SAN DIEGO BPS	468			5	8	3
1	8	Chula Vista Sta	420			4	0	3
1	9	Imperial Beach Sta	446			4	0	2
1	10	Brown Field Sta	454			5	11	1
1+	11	Kearney Mesa ASU	0			0	0	0
1+	12	SPRING VALLLEY ASU	21			0	0	0
1+	12.1	BOULEVARD STATION	0			0	0	0
1+	13	CAMPO	229			2	0	0
1+	14	EL CAJON	193			2	0	2
1+	16	SAN MARCOS	11			0	0	0
1+	17	TEMECULA	130			1	0	1
1+	17.1	TEMECULA CHECKPOINT	15			0	0	0
6SND	190	National City SO (SND)	0			0	0	0
6	190.2	SND Investigations (Court)	0			0	0	0
6	190.3	SND Attorney Annex (EAR)	0			0	0	0
7SND	225	SAN DIEGO (HQ OCDETF)	0			0	0	0
7SND	226	SAN DIEGO (HQ OGC)	31			0	0	0
7SND	227	SAN DIEGO AP (LINDBERGH)	0			0	0	0
7 SND	228	SAN YSIDRO	383			4	0	1
7SND	229	OTAY MESA	0			0	0	0
7SND	229.1	OTAY MESA Commrl Facil	0			0	0	0
7SND	230	TECATE	0			0	0	0
		SAN CLEMENTE NEW	145			1	0	1
7 SND	231	ROCK MOUNTAIN PRISON	5			0	0	0
7SND	232	ANDRADE	0			0	0	0
7 SDC	233	CARLSBAD ASU	5			0	0	0
7SND	234	JACUMBA	29			0	0	0
7 SDC	235	JULIAN	0			0	0	0
		ARIZONA	1,848				0	0
1	34	TUCSON BPS	128			1	1	1
1	35	Nogales Sta	307			3	0	2
1	36	Tucson Sta	130			1	0	1
1	37	Douglas Sta (TCA)	280			3	0	0
1	38	Naco Sta (TCA)	46			0	0	0
2+	82.1	Eloy, AZ IHP	1			0	0	0
5	120	PHOENIX DO	150			2	3	0

ATTACHMENT 1.

5	121	Las Vegas SO	50			0	0	0
5	123	Tucson SC	98			0	0	0
	124	FLORENCE SPC	85			1	0	0
	125	ELOY SPC	47			0	0	0
7 TCA	252	AJO	29			0	0	0
7 TCA	253	CASA GRANDE	32			0	0	0
7 TCA	254	GILA BEND	0			0	0	0
7 TCA	255	PHOENIX	0			0	0	0
7 TCA	256	SONOITA	27			0	0	0
7 TCA	257	WILLCOX	15			0	0	0
7 DDW	409	FT. HUACHUCA (HQ STRAT PLN)	2			0	0	0
7 PHO	426	PHOENIX (HQOGC)	31			0	0	0
7 PHO	427	LAS VEGAS AP	0			0	0	0
7 PHO	428	DOUGLAS	34			0	0	0
7 PHO	429	LUKEVILLE	9			0	0	0
7 PHO	430	MARIPOSA	1			0	0	0
7 PHO	431	NACO	18			0	0	0
7 PHO	432	NOGALES	85			1	0	1
7PHO	433	PHOENIX AP	19			0	0	0
7 PHO	434	SAN LUIS	57			1	1	0
7PHO	435	SASABE	4			0	0	0
7 PHO	435.1	TUCSON AP	5			0	0	0
		COLORADO RVR (IMPL Val)						
1	8	El Centro SPC	122			1	0	1
2	74	EL CENTRO BPS	83			1	2	0
2+		El Centro Training Center	0			0	0	0
		El Centro Checkpoint 86	0			0	0	0
		El Centro Checkpoint 111	0			0	0	0
		El Centro Air Ops	0			0	0	0
2	75	Calexico Sta	112			1	0	1
2+	75.1	Calexico POE	181			2	0	0
2+	75.2	Calexico East POE	0			0	0	0
2+	75.3	Calexico Invest	0			0	0	0
2+	75.4	Calipatria Prison	0			0	0	0
2+	75.5	Centinela Prison	0			0	0	0
2	75.6	Donovan Prison	0			0	0	0
2	76	El Centro Sta	97			1	0	1
2	77	Indio Sta	10			0	0	0
2	78	Calexico SO (SND)	0			0	0	0
2	79	YUMA BPS	243			2	2	1
2	80	Blyth Sta	0			0	0	0
2	81	Wellton Sta	0			0	0	0
2	82	Yuma Sta	0			0	0	0
2+	82.1	Eloy, AZ IHP	0			0	0	0
7 ELC	274	RIVERSIDE	10			0	0	0

ATTACHMENT 1.

7 YUM	275	BOLDER CITY	0			0	0	0
		NORTHERN CALIFORNIA						
2	56	SAN FRANCISCO ASYLUM	54			1	1	0
3	88	SAN FRANCISCO DO	391			4	3	2
3+	88.1	San Francisco DO IHP	8			0	0	0
3+	88.2	Dublin CA IHP	2			0	0	0
3+	88.3	Sacramento SO IHP	1			0	0	0
5 SFR	118	San Jose SO (SFR)	3			0	0	0
5	122	Reno SO	22			0	0	0
5	141	LIVERMORE BPS	21			0	0	0
5	143	Fresno Sta	10			0	0	0
5+	143.1	Fresno IHP	1			0	0	0
	144	Livermore sta	3			0	0	0
5 SFR	145	Fresno SO (SFR)	39			0	0	0
6 SFR	180	Sacramento SO (SFR)	10			0	0	0
7 SFR	265	SAN FRANCISCO (HQ OCDETF)	1			0	0	0
7 SFR	266	SAN FRANCISCO AP	2			0	0	0
7 SFR	267	SAN FRANCISCO (HQ OGC)	54			1	0	1
7 SFR	268	BAKERSFIELD D&D	11			0	0	0
7 SFR	269	LIVERMORE D&D	33			0	0	0
7+ SFR	269.1	Oakland AP	2			0	0	0
7+SFR	269.2	San Jose AP	10			0	0	0
7 LIV	472	SACRAMENTO	10			0	0	0
7 LIV	473	SALINAS	10			0	0	0
7 LIV	475	STOCKTON	10			0	0	0
		LOS ANGELES AREA	1,567				0	0
2	55	LOS ANGELES ASYLUM	174			2	2	0
3	90	LOS ANGELES DO	1,277			13	8	2
3+	90.1	LOS Seaport Invest	0			0	0	0
	90.2	Los Angeles DO IHP	0			0	0	0
	90.3	Los Angeles TVP II	0			0	0	0
	91	EAST LOS ANGELES LEGLIZN	0			0	0	0
	92	SAN PEDRO SPC	80			1	0	0
	92.1	Terminal Island, CA IHP	0			0	0	0
5	142	Bakersfield Sta	0			0	0	0
5+	142.1	Bakersfield IHP	0			0	0	0
7 LOS	292	LOS ANGELES (HQ OCDETF)	0			0	0	0
7 LOS	293	LONG BEACH SEAPORT	0			0	0	0
7 LOS	294	LOS ANGELES AP	0			0	0	0
7 LOS	295	LOMPOC (D&D)	0			0	0	0
7 LOS	296	RIVERSIDE ASU	0			0	0	0
7 LOS	297	SAN LUIS OBISPO (INV)	0			0	0	0
7 LOS	298	WESTMINSTER	36			0	0	0
7+LOS	298.2	SANTA ANA ASU	0			0	0	0
7+LOS	298.3	BELL FACILITY ASU	0			0	0	0

ATTACHMENT 1.

7+LOS	298.4	BELL WAREHOUSE	0			0	0	0
7+LOS	298.5	BELLFLOWER TPS	0			0	0	0
7+LOS	298.8	RIVERSIDE INFORMATION UNIT						0
7 LIV	471	OXNARD	0			0	0	0
7 LIV	471	SAN LUIS OBISPO	0			0	0	0
		PORTLAND, OREGON	112	1	15	1		
4	100	PORTLAND OR DO	71	1	9	1	1	0
4+	100.1	Roseburg Sub Office	2			0	0	0
7 POO	311	Astoria	1		1	0	0	0
7 POO	312	Coos Bay	0			0	0	0
7 POO	313	Portland Airport	19		5	0	0	0
7 POO	314	Medford, OR SO	19			0	0	0
7 POO	315	PORTLAND (HQ OGC)	0			0	0	0
		PACIFIC OCEAN	307					
5	132	HONOLULU DO	217			2	2	0
6 HHW	183	Agana SO (HHW)	82			1	0	0
7 HHW	455	HONOLULU AP	8			0	0	0
7 HHW	456	HONOLULU SEAPORT	0			0	0	0
7 AGA	833	AGANA AP	0			0	0	0
		PACIFIC NORTHWEST	385					
5	131	ANCHORAGE DO	50			0	1	0
6	161	SEATTLE DO	15			0	2	0
6	162	Spokane SO	20			0	0	0
6	163	SPOKANE BPS	54			1	0	0
	164	SPOKANE	8			0	0	0
6	165	BLAINE BPS	70			1	0	0
6	166	Blaine Sta	13			0	0	1
7 ANC	448	ANCHORAGE AP	11			0	0	0
7 ANC	449	DUTCH HARBOR	2			0	0	0
7 ANC	450	DALTON'S CACHE (HAINES	1			0	0	0
7 ANC	451	KETCHIKAN	5			0	0	0
7 ANC	452	PRINCE RUPERT	0			0	0	0
7 ANC	453	SKAGWAY	2			0	0	0
7 ANC	454	ALCAN (TOK)	2			0	0	0
7 SEA	540	BELLINGHAM	3			0	0	0
7 SEA	541	BLAINE PEACE ARCH	17			0	0	0
7 SEA	542	BOUNDARY	0			0	0	0
7 SEA	543	DANVILLE	0			0	0	0
7 SEA	544	LAURIER	0			0	0	0
7 SEA	545	LYNDEN	0			0	0	0
7 SEA	546	MATALINE FALLS	0			0	0	0
7 SEA	547	NIGHTHAWK	0			0	0	0
7 SEA	548	PACIFIC HWY (BLAINE)	0			0	0	0
7 SEA	549	FRIDAY HARBOR	0			0	0	0
7 SEA	550	FRONTIER (NORTHPORT)	0			0	0	0

ATTACHMENT 1.

7 SEA	551	OROVILLE	0			0	0	0
7 SEA	552	FERRY	0			0	0	0
7 SEA	553	POINT ROBERTS	0			0	0	0
7 SEA	554	PORT ANGELES	0			0	0	0
7 SEA	555	SEATTLE SEATAC AP	29			0	0	0
7 SEA	556	SEATTLE SEAPORT	0			0	0	0
7 SEA	557	SUMAS	10			0	0	0
7 SEA	558	LONGVIEW	0			0	0	0
7 SEA	559	VANCOUVER (PREI)	47			0	0	0
7 SEA	560	VICTORIA (PREI)	0			0	0	0
7 SEA	561	TACOMA	3			0	0	0
7 SEA	562	EASTPORT	0			0	0	0
7 SEA	563	PORTHILL	0			0	0	0
7 SEA	564	PASCO	0			0	0	0
7 SEA	565	YAKIMA	15			0	0	0
7 SPW	566	BONNERS FERRY	0			0	0	0
7 SPW	567	COLVILLE	0			0	0	0
7 SPW	568	EUREKA	0			0	0	0
7 SPW	569	NORTHPORT	0			0	0	0
7 SPW	570	OROVILLE	8			0	0	0
7 SPW	571	PASCO	0			0	0	0
7 SPW	572	WENATCHEE	0			0	0	0
7 SPW	573	WHITE FISH	0			0	0	0
7 BLW	575	BELLINGHAM	0			0	0	0
7 BLW	576	LYNDEN	0			0	0	0
7 BLW	577	PORT ANGELES	0			0	0	0
7 BLW	578	ROSEBURG	0			0	0	0
7 BLW	579	SEATTLE	0			0	0	0
		Laguna Niguel	279			3	11	0
1	15	SAN CLEMENTE	15			0	0	0
6	202	WESTERN REGION	95			1	0	0
6+	202.1	Admin Center, Laguna	144			1	5	0
6+	202.2	Western Telephone Center	25			0	0	0
7 COW	414	LOS ANGELES (HQ MGMT)	0			0	0	0
6	198	California Service Ctr	544			5	10	
		TOTALS =	[illegible]			98	70	32

ATTACHMENT 1.

FIELD OPERATIONS SUPPORT AND HARDWARE MAINTENANCE (FOS/HM)

PROGRAM MANAGEMENT COMMITTEE CHARTER

ATTACHMENT 1.

FIELD OPERATIONS SUPPORT AND HARDWARE MAINTENANCE (FOS/HM) PROGRAM MANAGEMENT COMMITTEE CHARTER

Section 1. Mission Statement

The Field Operations Support and Hardware Maintenance (FOS/HM) Program Management Committee mission is to provide senior management oversight for FOS/HM program issues, performance, and change control for the Immigration and Naturalization Service (INS).

Section 2. Objectives

The objectives of the FOS/HM Program Management Committee are:

a) Improve internal and external communication and control over FOS/HM contract performance.

b) Develop a coordinated and integrated program management support approach for the FOS/HM contract.

c) Oversee the development of effective risk management policy to ensure agency and contractor compliance with the terms and conditions stated in the FOS/HM contract.

d) Oversee the development of processes to effectively control contract changes by identifying, estimating, and measuring the potential and actual effect of changes on all aspects of FOS/HM contract performance.

e) Facilitate the effective resolution of all claims and disputes related to the FOS/HM contract by using partnering techniques.

f) Improve program performance together with the management of the project.

g) Foster and maintain a professional working relationship with the contractor.

h) Oversee the management of the performance review process and make incentive award recommendations and decisions.

ATTACHMENT 1.

Section 3. Membership

The FOS/HM Program Management Committee shall be composed of:

a) The Assistant Commissioner, Systems Integration Division, as Chairperson

b) The Chairperson may appoint a Deputy Chairperson to assist in the day-to-day activities involved in FOS/HM program management.

c) The Directors from the following offices:

- Director, User Services Branch
- Director, End User Computing Branch
- Director, ADP Operations Branch
- Director, Data Communications Branch
- Director, Systems Policy and Planning Branch
- Director, Acquisition Management Branch

d) Additional personnel serve as advisors or support staff to the membership:

- Contracting Officer Technical Representatives
- Contractor advisors
- Contractor documentation support

e) Participation of a FOS/HM contractor representative will be permitted through invitation.

Changes in the FOS/HM Program Management Committee organization must be approved by the Committee before implementation.

ATTACHMENT 1.

Section 4. Roles and Responsibilities

Members are responsible, at a minimum, to represent their individual branch's position on all items considered by the FOS/HM Program Management Committee. The members shall be responsible for appropriate coordination within their organization and to obtain commitment of resources to support FOS/HM. The members shall review the Committee agenda in advance of any meeting and address and resolve issues involving each proposed change. Organizational responsibility for the management of FOS/HM individual Task Orders is as follows:

FOS 98-001	Project Management	User Services Branch End User Computing Branch
FOS 98-002	Help Desk	User Services Branch
FOS 98-003	Second Tier Problem Resolution	End User Computing Branch
FOS 98-004	Headquarters Operations	ADP Operations Branch
FOS 98-005	Field Operations	User Services Branch
FOS 98-006	Inventory	End User Computing Branch
FOS 98-007	Maintenance	End User Computing Branch
FOS 98-008	Network Control Center Management	Data Communications Branch

In addition, the following individuals have special responsibilities:

- **FOS/HM Program Management Committee Chair** shall preside over any meetings of the Committee and ensure that all program issues are placed on the Committee agenda. The chair shall attempt to establish a consensus decision on program issues, incentive award ratings and proposed program changes.

- **Systems Policy and Planning Branch** shall provide expertise related to strategic and tactical planning for INS automated systems; Office of Information Resources Management (OIRM) policies, procedures, and standards; the OIRM quality management program; and the management of OIRM financial and human resources to support the FOS/HM Program Management Committee.

- **Acquisition Management Branch** shall provide acquisition management and support expertise for the FOS/HM Program Management Committee.

ATTACHMENT 1.

- **Contracting Officer Technical Representatives** and **Contractor Advisors** will provide the necessary contract performance background and advisory assistance to facilitate the oversight and management duties of the FOS/HM Program Management Committee.

Section 5. Operating Rules and Procedures

The FOS/HM Program Management Committee shall operate under the following rules and procedures:

a) Any member of the FOS/HM Program Management Committee may request a meeting to examine any program related issue.

b) Any request for a meeting shall be made to the FOS/HM Program Management Committee Chair, with a copy to the Co-Chair, and the request shall include a list of issues for the agenda and recommended meeting date. The Chair will then coordinate the meeting.

c) Members and advisors are expected to participate personally. If an alternate is necessary, the designated alternate will participate with full authority and responsibility for their organization.

d) Members and advisors shall come to the FOS/HM Program Management Committee meetings prepared to comment on and adjudicate all items on the agenda.

e) For each item on the agenda for decision, the Chair will attempt to identify a consensus decision.

f) This charter shall be reviewed periodically for any changes necessary to support FOS/HM program changes. Any proposed changes to this charter will be reviewed by the FOS/HM Program Management Committee membership.

Section 6. Meetings

The FOS/HM Program Management Committee may be convened to examine general program issues or to review specific change proposals that could not be resolved internally/externally or otherwise require senior-management level attention. Only the FOS/HM Program Management Committee Chair convenes meetings or a member of the FOS/HM Program Management Committee may recommend the convening of the committee by forwarding a proposed agenda to the Committee Chair.

ATTACHMENT 1.

Section 7. Performance Reviews

The FOS/HM Program Management Committee with contractor participation shall be convened to develop objective delivery and performance standards, service level agreements, and recommend and determine the contractor incentive fee performance rating on a monthly basis or as directed by the FOS/HM Program Management - *Committee Chair.

ATTACHMENT 1.

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-001

INS FOS
TASK ORDER 1 – PROJECT MANAGEMENT
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate	Total
3000	Program Manager	1	1,958		$
3001	Project Manager	2	3,916		$
3028	Secretary	1	1,958		$
3026	Technical Writer	2	3,916		$
3002	Technical Manager	5	9,790		$
3007	Senior Systems Analyst	7	13,706		$
3010	Applications Programmer	1	1,958		$
3005	DataBase Administrator	1	1,958		$
3008	Systems Analyst	2.2	4,120		$
	Total Labor Summary	**22.2**	**43,280**	-	$ -

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3000AA	Program Manager	-		$ -
3001AA	Project Manager	-		$
3028AA	Secretary	59		$
3026AA	Technical Writer	117		$
3002AA	Technical Manager	-		$
3007AA	Senior Systems Analyst	411		$
3010AA	Applications Programmer	59		$
3005AA	DataBase Administrator	59		$
3008AA	Systems Analyst	560		$
	Total Labor Summary	**0**	**1,265**	- $ -

Travel Summary *

		Total
4002	CONUS	$
4002	Europe/Africa (Rome)	$
4002	Asia (Bangkok)	$
4002	Central/South America(Mexico)	$
4002	Local Travel	$
	Total Travel Summary	$

Other Direct Costs *

		Total
4000	Pagers	$
4000	Federal Express expenses	$
4000	Office Supplies	$
4000	Printing expenses	$
4000	Parking expenses	$
4000	Facility cost for Recruitment	$
	Total Other Direct Costs	$

Material Summary

					Total
4001	Laptops (Quantity of 3)			- -	$ -
	Total Material Summary			- -	$ -
	Total Task Order 1 Summary	**22**	**44,545**		**2,412,119**

* Note: Travel and Other Direct Costs are estimates only all costs will be invoiced at actual cost.

December 1, 199

ATTACHMENT A

TASK ORDER 1 Project Management - Year 1 Support Only
Subtask 1-3 Automated Management Tracking

CLIN	Labor Category	FTE's	Hours	Rate		Total
3000	Program Manager		-	0	$	-
3001	Project Manager		-	0	$	-
3028	Secretary		-	0	$	-
3026	Technical Writer		-	0	$	-
3002	Technical Manager		-	0	$	
3007	Senior Systems Analyst	2	3,916		$	
3010	Applications Programmer	1	1,958		$	
3005	DataBase Administrator	1	1,958		$	
	Total Labor Summary	**4**	**7,832**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3000AA	Program Manager	0	0	$	-
3001AA	Project Manager	0	0	$	-
3028AA	Secretary	0	0	$	-
3026AA	Technical Writer	0	0	$	-
3002AA	Technical Manager	0	0	$	-
3007AA	Senior Systems Analyst	117		$	
3010AA	Applications Programmer	59		$	
3005AA	DataBase Administrator	59		$	
	Total Labor Summary for Overtime	**235**		$	

Travel Summary

			Total
	-	$	-
	-	$	-
	-	$	-
	-	$	-
	-	$	-

Other Direct Costs

				Total
4000	Pagers	-	$	-
4000	Federal Express expenses	-	$	-
4000	Office Supplies	-	$	-
4000	Printing expenses	-	$	-
4000	Parking expenses	-	$	-
4000	Facility cost for Recruitment	-	$	-
	Total Other Direct Costs	-	$	-

Material Summary

			Total
	-	$	-
Total Material Summary	-	$	-

Total Subtask 1.3 Summary	**4**	**8,067**	-	-	385,241

ATTACHMENT 1

Contract No.: COW-[illegible]013
Task Order No.: FOS98-001

Travel Summary for the Task Order 1 - Project Management
CLIN 4002 Year 1 only

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Program Mgmt	Wash. DC	Various	Sep-97	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Oct-97	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Nov-97	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Dec-97	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Jan-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Feb-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Mar-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Apr-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	May-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Jun-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Jul-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Aug-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Wash. DC	Various	Sep-98	1	4	3	119	42	75	1,400		8,432
Program Mgmt	Various	Wash. DC	Dec-97	28	1	13	124	42	60	1,400		121,464
Program Mgmt	Wash. DC	Rome	Dec-97	1	1	5	126	66	50	1,595		2,805
Program Mgmt	Wash. DC	Rome	Jun-98	1	1	5	126	66	50	1,595		2,805
Program Mgmt	Wash. DC	Bangkok	Dec-97	1	1	8	116	41	50	3,190		4,846
Program Mgmt	Wash. DC	Bangkok	Jun-98	1	1	8	116	41	50	3,190		4,846
Program Mgmt	Wash. DC	Mexico	Dec-97	1	1	4	140	65	50	1,045		2,065
Program Mgmt	Wash. DC	Mexico	Jun-98	1	1	4	140	65	50	1,045		2,065
Program Mgmt	Wash. DC	McLean, VA	Sep-97	1	10	1					40	124
Program Mgmt	Wash. DC	McLean, VA	Oct-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Nov-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Dec-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jan-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Feb-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Mar-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Apr-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	May-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jun-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jul-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Aug-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Sep-98	1	20	1					40	248
Total Travel Summary												$ 253,612

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

Task Order and Service Level Agreement 2 – Help Desk

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-002

Date of the Order: 12/8/97

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

The purpose of this Task Order is to establish contractor support for the First Tier User Support portion of the INS Help Desk. Within the INS, the User Services Branch (USB) will oversee First Tier User Support. The User Services Branch is responsible for establishing policy, standards, and operating guidelines for First Tier User Support and distributing them to government and contractor personnel throughout INS. First Tier support includes receiving calls and opening trouble tickets on any IT problems that come from INS users. Support may include either (a) offering on-the-spot solutions by telephone, or (b) referring the problem to the next level(s) of support – 2nd Tier Problem Resolution Staff, the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier problem resolution staff.

1.1 Background

The User Services Branch (First Tier Support) and End User Computing Branch (Second Tier support) provide a centralized Help Desk that supports three levels of problem analysis and resolution throughout the INS. All user requests for problem resolution and maintenance are coordinated through the Help Desk. Using REMEDY, an automated trouble ticketing system, the First Tier support opens a trouble ticket, determines the nature of the problem, and either helps the user resolve the problem on the telephone or dispatches the appropriate technical support. If the problem is related to office automation, E-mail, a DataBase Management System (DBMS), or Novell software, the First Tier support either resolves the problem or escalates the problem to the appropriate tier. If the problem is determined to be a communications problem, the Help Desk notifies the Network Control Center (NCC) which is located in the Data Communications Branch. Problems are also referred to the appropriate maintenance personnel. The Help Desk then tracks the trouble ticket through close-out or resolution of the problem.

1.2 Objectives

Objectives of this task order are:

- To provide rapid-response problem-resolution support to Service-wide INS end users
- To provide a first-level mechanism for performing seamless integration of all levels of Problem Resolution for all INS IT services, including, but not limited to:
    - ◊ LANs and associated hardware and software
    - ◊ On-site and distributed systems
    - ◊ Network communications
    - ◊ Electronic mail systems
    - ◊ Hardware maintenance
    - ◊ Infrastructure hardware and software installation
    - ◊ Other IT problems
- To assure continuous process improvement through comprehensive problem tracking and analysis of statistics and trends
- To assure INS end users of timely response to their problems, with meaningful projections of a period of resolution, and with systematic feedback to assure and verify customer satisfaction
- To answer Help Desk calls in a manner so timely and responsive as to pursue a 0% rate of abandoned calls

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.3.

3. Requirements

The Contractor shall provide First Tier User Support as defined in contract Section C.3. The Contractor shall provide all necessary personnel, supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Help Desk Operations – Tier 1 Support

The Contractor shall supply a staffing mix to support a centralized INS Help Desk that provides problem analysis and resolution. The Help Desk shall coordinate all user requests for problem resolution and maintenance.

The following description is the Government's view of how a Help Desk should operate, based on the Government's previous experience. The contractor may propose variations with arguments for their adoption, if such variations will better promote a seamless and

efficient linkage among Help Desk problem resolution, 2nd Tier problem resolution, FOS field support, NCC support, and Hardware Maintenance. Under this contract, the contractor's responsibility for 3rd Tier problem resolution ends with referring such problems to the appropriate party – 3rd Tier support will be provided by parties other than the Contractor.

Using an automated trouble-ticket system (REMEDY), the Help Desk shall open a trouble ticket upon receipt of all initial trouble calls, and shall either resolve the problem or forward to appropriate technical support staff. If the problem cannot be resolved at the first tier level, it shall be escalated according to the following principles:

- If the problem is related to office automation, E-mail, a DBMS, hardware problem or Novell software, the Help Desk shall escalate the problem to second-tier staff in the End User Computing (EUC) Branch.
- If the problem is determined to be a communications problem, the Help Desk shall notify the Network Control Center located in the Data Communications Branch.
- If the problem is determined to involve software applications or systems engineering issues outside the scope of second-tier technical support, the Help Desk shall refer the problem to the third-tier technical support located in the Data Systems Division (DSD)
- If the problem is determined to involve defective or dysfunctional hardware equipment, the Help Desk shall refer the problem to the Hardware Maintenance support staff.
- The Help Desk will call users with a status update that reflects either the resolution or prognosis of the problem or at a minimum when to expect contact by a technical representative. The Help Desk will confirm that the problem has been solved or contact has been initiated within the previously indicated time frame. In addition, if the expected prognosis should be delayed, the users need to be informed of the delay.

In any of these cases, the Help Desk shall be responsible for tracking the trouble ticket and closing it when the problem is resolved.

This Task Order addresses only first-tier-Help Desk support. Tier 1 support shall include:

- Responding to general questions regarding INS systems and end-user services
- Identifying and resolving commonly recurring problems related to standard office automation type hardware and software in use within INS
- Providing information concerning the system status, user accounts, available publications, available classes, and end-user training

The Help Desk will also receive calls from the NCC concerning problems with

LAN/WAN communications resources – problems detected using the NCC's network monitoring software. The NCC notifies the Help Desk of the location of the problem. Help Desk personnel shall process those calls in the same way as they do initial trouble calls. They will explain the situation to users from affected sites who call in and will inform them on the status of repair. When applicable, the Help Desk will refer NCC problems to the next appropriate level of problem resolution support.

The Contractor shall staff the Help Desk to provide telephone coverage around the clock (24 hours a day, 7 days a week, without exception.) The Contractor shall support the following INS shifts:

- Day shift hours: 8:00am - 4:30pm, Eastern Standard Time (EST)
- Evening shift hours: 4:00pm - 12:30am, EST
- Midnight hours: 12:am - 8:30am, EST

Training: The Contractor shall provide sufficient training to the Help Desk staff to assure a work force that is well-educated in the relevant technologies and applications and in specific INS applications. Within 60 days of Task Order award, the Contractor shall provide a training plan for Help Desk staff.

Further requirements for Help Desk and user support include:

- The response time for any call shall not exceed three (3) rings before the caller receives a response. Placing a caller on hold does not constitute a response.
- Help Desk personnel shall make every reasonable attempt to solve the user's problem on the spot by asking questions that will diagnose the problem and talk the user through to a solution. For statistical reporting purposes, the Contractor shall document all problems resolved over the telephone in a trouble ticket.
- The Contractor shall develop and implement escalation procedures that assure a seamless coordination among the Help Desk, the NCC, second-tier staff at EUC, third tier staff at DSD, Hardware Maintenance personnel, and other appropriate organizational entities involved in the referral of problems that cannot be resolved at the Help Desk level. That coordination shall extend to managing the tracking of trouble tickets.
- Help Desk involvement in maintenance-related functions shall include initial contact with the end user, initial problem determination, notification of the maintenance dispatch person(s), expected prognosis and subsequent problem follow-up and tracking.
- The Contractor shall develop and operate a trouble-ticket tracking system using the automated system REMEDY, to be supplied by the Government. The system will include the capability of the users' opening up a trouble ticket through voice mail.
- The trouble ticketing and tracking system shall automatically document the

problem-resolution history of each call for user help, technical support, field office support, and hardware maintenance calls.

- When a trouble-ticket is opened, the Help Desk shall give the caller a realistic projection of the time required to resolve the problem, and, if necessary, shall later call the user back with an explanation and a new projection if the original projection cannot be achieved.
- Trouble tickets shall not be considered resolved, and the trouble-ticket shall not be closed, until the Help Desk personnel has called the user and confirmed that the problem has been resolved to that user's satisfaction. Data to produce the trouble ticket shall be captured in the contract activity database described in contract Section C.2.2.1.
- The Contractor shall provide any statistical data requested by the Contracting Officer's Technical Representative (COTR) regarding all problems that come to the Help Desk. Statistics in response to the COTR's request shall be provided within two working days, unless otherwise specified by the COTR.
- Trouble tickets may be opened by a user who contacts the Help Desk via e-mail. The response to e-mail trouble calls shall proceed through the same procedures as those that govern telephone calls. The Help Desk shall retrieve and review new e-mail messages no less than once every hour.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance will be from 1 October 1997 to 30 September 1998.

5. Place of Delivery or Performance

Help Desk Operations shall initially be performed at its present location in the INS Chester Arthur Building (CAB). Within 60 days of Task Order award, the contractor shall provide an analysis of options for locating the Help Desk and shall make recommendations. Based on those recommendations, INS will select the new location of the Help Desk or direct further study.

6. Deliverables

Each Wednesday afternoon, the Contractor shall deliver a Weekly Status Report on all operations of the Help Desk. The report shall include, but not be limited to, the following:

- Statistics regarding the number of calls received, average response times, any notable variations from the standard response time with an explanation of delays
- Statistics regarding the number of trouble tickets opened and closed within the reporting period, trouble tickets still open at the end of the period, trouble tickets open for longer than one week with duration noted

- Statistics regarding the number of trouble tickets opened and closed within the reporting period, trouble tickets still open at the end of the period, trouble tickets open for longer than one week with duration noted
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems
- Statistics on the number of abandoned calls
- Problems hampering contractor performance of Help Desk operations with recommendations for Government action(s) required to resolve the problem
- Progress on the resolution of any long-standing open trouble tickets or systemic problems
- Financial status of the Task. When final figures are not available, the contractor shall report projected financial status based on a financial model. The contractor shall provide the COTR with a written explanation of the financial model used. The Monthly Status Report shall contain final financial figures.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies or other variations in the established workload level
- A report on all training activities and an assessment of future training needs

The Contractor shall submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the month.

7. Security Requirements

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

8. Other Direct Costs

Authorization for the use of other directs costs, such as Travel, Training, and Overtime, requires the approval of the Contractor site manager, INS site manager, INS Program Manager and Contracting Officer's Technical Representative. The Contractor will attain prior approval for any overtime greater than 4 hours per occurrence. Procedures for requesting travel and/or overtime approval(s) are contained in the current version of the INS Site Manager's Manual.

The Contractor will obtain prior approval on items (Other Direct Costs) in excess of $5,000.0.

Part II, Service Level Agreement

1. **Contract Number/Task Order Number:** HQ96-37/FOS98-002

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the Help Desk and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect the first day of the second calendar month following acceptance of this Task Order revision, or at a mutually agreeable date.

3. **Organizations Involved**

(1) Service Provider: WANG Government Services, Inc.

(a) POC: [redacted] Technical Manager, ESC (b)(6)

(b) Location: 425 I Street, NW, Room 5120

(c) Washington, DC 20536

(d) (202) 616-2129

(e) [redacted] Technical Manager, INS Help Desk

(f) Location: 425 I Street, NW, Room 5120

(g) Washington, DC 20536

(h) (202) 616-7668

(2) End User Organization:

(a) POC Names: Glenn Hall

(b) Telephone Numbers: (202) 616-7655

ATTACHMENT 2

4. Responsibilities of Service Provider (Contractor)

4.1 The service provider agrees it will:

1. Provide Help Desk Telephone coverage 24 hours a day, 7 days a week, without exception.
2. Respond to a Help desk initial call within a time frame not to exceed (NTE) 20 seconds (i.e., an on-hook wait time of NTE 3 rings). (Placing a caller on hold does not constitute a response.)
3. WANG Government Services, Inc. (WGSI) Help Desk personnel will return 90% of users calls within 45 minutes, and 100% of users calls within 60 minutes.

4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

1. Performances measurements will begin 90 days after Task Order award. During this 90 day period, WGSI will do the following: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

2. Performances incentives are based on those functions that are totally in the purview of the Tier 1 Help Desk.

(b)(4)

Performance Incentives						
Element	**Requirement**	**Standard**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**
Availability	24 hrs/7 days per week	[redacted] of target availability	Quarterly (See note below)	Call activity logs, random sampling	+/- 1% total monthly price for Help Desk operations @ +/- 1% variance	Performance = Actual availability/ target availability where: target availability (24 hr. X 7 days.)
Time to Answer	Response time NTE 20 seconds	Average onhook wait time NTE [redacted]	Quarterly (See note below)	Call activity logs, random sampling	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to answer
Time to return calls	Return 100% calls within 60 minutes; 90% within 45 minutes	[redacted] calls returned within 60/45 minute requirement	Quarterly (See note below)	Call activity logs	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to return call
Time to resolve call and close trouble ticket	Time to resolve all calls received at the Help Desk, less exceptions noted in the SOW or SLA	[redacted] calls resolved within 1 business day	Quarterly (See note below)	Call activity logs, trouble tracking system	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to resolve

ATTACHMENT 2

5. Responsibilities of the End-User Organization

5.1 ***The end-user organization agrees it will:***

1. Provide REMEDY software for use by the service provider
2. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

6. Signatures of the Government and the Contractor's Authorized Representative

1. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
2. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: Both parties may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service [redacted] User Representative

[redacted] 12/8/97 (b)(6)

Service Provider Contract Representative Signature

ATTACHMENT Q

[redacted] 12/8/97 (b)(6)

Service Provider ~~Contract~~ Representative

ATTACHMENT 2

Contract No.: COW-7-C-0013
Task Order No.: FOS98-002

(b)(4)

INS FOS
TASK ORDER 2 -- HELP DESK
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	1,880		$	
3007	Senior Systems Analyst	7	13,160		$	
3022	Help Desk Analyst II	14	26,320		$	
3028	Secretary	1	1,880		$	
3030	Help Desk Analyst I	4	7,520		$	
	Total Labor Summary	27	50,760	-	$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002AA	Technical Manager	94		$	
3007AA	Senior Systems Analyst	658		$	
30022AA	Help Desk Analyst II	1,316		$	
3028AA	Secretary	94		$	
3030AA	Help Desk Analyst I	376		$	
	Total Labor Summary	2,538		$	

	Travel Summary *		Total
4002	CONUS (INS Application System Training)	$	
4002	Local Travel	$	
	Total Travel	$	

	Other Direct Costs *		Total
4000	Pagers	$	
4000	Brochures & Flyers	$	
4000	Office Supplies	$	
4000	Parking Expenses	$	
4000	Training Classes (INS Application Systems)	$	
4000	S/W Training Class -Casepoint	$	
	Total Other Direct Costs Summary	$	

	Material Summary		Total
4001	Hardware - (Equipment)	$	-
4001	Software - Casepoint	$	
	Total Material Summary	$	

	Total Task Order 2 Summary	27	53,298	2,038,390

* Note: Travel and Other Direct Costs are estimates only. All costs will be invoiced a actual cost

December 1, 199

ATTACHMENT 2

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-002

TASK ORDER 2 Help Desk - Year 1 Support Only

Subtask 2-1 Help Desk Operations - Tier 1 Support

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	1,880		$	
3007	Senior Systems Analyst	7	13,160		$	
3022	Help Desk Analyst II	14	26,320		$	
3028	Secretary	1	1,880		$	
3030	Help Desk Analyst I	4	7,520		$	
	Total Labor Summary	**27**	**50,760**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002AA	Technical Manager	94		$	
3007AA	Senior Systems Analyst	658		$	
30022AA	Help Desk Analyst II	1316		$	
3026AA	Secretary	94		$	
3030AA	Help Desk Analyst I	376		$	
	Total Labor Summary for OT	**2538**		$	

	Travel Summary		Total
4002	CONUS (INS Application System Training)	$	
4002	Local Travel	$	
	Total Travel	$	

	Other Direct Costs		Price
4000	Pagers	$	
4000	Brochures & Flyers	$	
4000	Office Supplies	$	
4000	Parking Expenses	$	
4000	Training Classes (INS Application Systems)	$	
4000	S/W Training Class -Casepoint	$	
	Total Other Direct Costs Summary	$	

	Material Summary		Total Price
4001	Hardware - (Equipment)	$	
4001	Software - Casepoint	$	
	Total Material Summary	$	

Total Subtask 2.1 Summary	**27**	**53,288**		**2,038,390**

ATTACHMENT 2

Travel Summary for the Task Order 2 - Help Desk for the INS-FOS Contract

CLIN 4002 Year 1 only

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Help Desk Analyst	Wash. DC	Various	Oct-97	10	1	3	119	42	75	1,400		21,080
Program Mgmt	Wash. DC	McLean, VA	Oct-97	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Nov-97	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Dec-97	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Jan-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Feb-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Mar-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Apr-98	1	5	1					40	62
Program Mgmt	Wash. DC	McLean, VA	May-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Jun-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Jul-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Aug-98	1	4	1					40	50
Program Mgmt	Wash. DC	McLean, VA	Sep-98	1	5	1					40	62
Total Travel Summary												$ 21,704

ATTACHMENT 4 ** TOTAL PAGE.12 **

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

Task Order & Service Level Agreement 4 -- Headquarters' Operations

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-004

Date of the Order: 12/08/97

1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

1.1 Background

The ADP Operations Branch is responsible for providing a secure, effective, responsive environment for development, implementation, processing, and production control of mission critical and decision support information systems. The branch provides computer operations, database management, and systems software services. The branch has a major role in providing mainframe and minicomputers support.

1.2 Objectives

The purpose of this Task Order is to establish contractor support for Headquarters' Operations Support that will include, but not be limited to, computer operations support required to operate and monitor the INS environment of MVS peripheral equipment, minicomputers (including UNIX-based), microcomputers, and Local Area Networks (LANs) at the HQ Operations Center; production control support to process INS data; storage management support to manage and control INS data that is stored on various storage media; systems security support to control access to INS data; contingency planning support to minimize the impact of a disaster; and capacity planning support to ensure availability of required computing resources.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.4.

ATTACHMENT 3

3. Requirements

The Contractor shall provide Headquarters' Operations Support as defined in contract Sections C.4.2, C.4.3, C.4.4, C.4.5, C.4.8, C.4.9, C.4.11. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish these tasks as specified under this contract.

Task 1 - Information Technology (IT) Support Services for Headquarters' Operations

The Contractor shall provide staffing and management support to perform the following IT operations at the INS Headquarters (HQ). Initially, the Contractor shall establish a stable transition of the "as is" HQ operations environment.

Subtask 1-1 - Computer Operations Support. (Contract Section C.4.2) The Contractor shall provide computer operations support required to operate and monitor the INS environment of MVS peripheral equipment, minicomputers (including UNIX-based), microcomputers, and Local Area Networks (LANs) at the HQ Operations Center. The Contractor shall be required to perform printing services, backup and archiving procedures, disaster recovery, and prevention procedures. The Contractor shall also provide ancillary support services such as supplies control and limited facility management. The Contractor shall provide staffing coverage 24 hours per day, 7 days per week, 365 days per year. Mandatory staffing shall be two (2) persons per weekday shift during the hours of 07:00 to 15:30, and one (1) person per shift at other times.

Expertise Required: Knowledge of MVS/ESA, OS/390 and UNIX operating systems.

Subtask 1-2 - Production Control Support (Contract Section C.4.3) The Contractor shall provide production control support for INS application systems that are operational at the Justice Data Centers (JDC), HQ Operations Center, and other decentralized locations. Production control support shall include, but is not limited to, job scheduling, job submission, job recovery/restart, problem determination and notification, input preparation, input/output control, output distribution, and file backup and recovery. Also, the Contractor shall perform system and on-line monitoring, and provide periodic reports on system availability/unavailability. The Contractor shall provide staffing coverage 24-hours per day, 7 days per week, 365 days per year. Mandatory staffing shall be two (2) persons per weekday shift, and one (1) person per shift on weekends and holidays.

Expertise Required: Knowledge of MVS/ESA, OS/390, Job Control Language (JCL), CA-Scheduler, TSO, MVS utilities.

Subtask 1-3 - Magnetic Media Library Management and Control (Contract Section C.4.4) The Contractor shall operate and maintain magnetic media libraries located at the HQ Operations Center. The Contractor shall manage and control storage, withdrawal, and return of magnetic media; and maintain and control magnetic media at offsite storage. At the HQ Operations Center and JDCs, the Contractor shall respond to user requests to

ATTACHMENT 3

manage data sets resident on INS tapes; operate and maintain an automated media library management system (Tape Management System); and maintain and execute a magnetic media rehabilitation and disposal program.

Expertise Required: Knowledge of Tape Management System (TMS), TSO.

Subtask 1-4 - Direct Access Storage Device (DASD) Management and Control (Contract Section C.4.5) The Contractor shall manage and control INS assigned DASDs at the JDCs. The Contractor shall establish storage management procedures and rules and use automated storage managers such as IBM's Data Facility System Managed Storage (DFSMS) and Data Facility Hierarchical Storage Management (DFHSM) to manage and control disk space. The Contractor shall also respond to user requests for disk storage space; maintain the integrity of INS datasets residing on DASDs; maintain files and perform database backup and recovery procedures; perform disaster/recovery support; and monitor DASD usage and take appropriate action to minimize waste and abuse.

Expertise Required: Knowledge of principles of storage management and operational use of DFSMS, DFHSM, ABR/FDR, TSO, MVS utilities.

Subtask 1-5 - Capacity Planning (Contract Section C.4.8) The Contractor shall provide capacity planning for INS data processing at JDCs. The Contractor shall gather and conduct an analysis of INS plans, develop workload projections, and prepare an annual Capacity Planning Report. The Contractor shall monitor INS system usage and prepare a monthly report. The Contractor shall also provide JDC budget planning and monitor cost.

Expertise Required: Knowledge of principles of ADP capacity planning, TSO.

Subtask 1-6 - Contingency Planning (Contract Section C.4.9) The Contractor shall develop, update, administer, test, and maintain INS ADP Contingency Plan for INS applications systems at the JDC-Dallas. The Contractor shall stay abreast of INS and JDC plans and make adjustments to the ADP Contingency Plan. The initial development will be in accordance with the scheduled contained in WANG's Master Contingency Plan submitted to INS on 9 October 1997. When approved, that schedule becomes a formal part of this Task Order.

Expertise Required: Knowledge of principles of ADP contingency planning.

Subtask 1-7 - Documentation (Contract Section C.4.11) The Contractor shall develop, maintain, update, store, and distribute the following documentation:

- Existing procedures manuals and related documentation concerning functions performed and services provided under this contract.
- New procedures manuals and related documentation, as directed by the Government, to provide comprehensive documentation for functions/services provided

ATTACHMENT 3.

under this contract. The Contractor shall identify and recommend for Government approval topics that require documentation.

- Bulletins, newsletters, and other written documentation to inform users about operations and other matters pertaining to ADP operations and related support.
- System Development Life Cycle (SDLC) documentation updates.

Subtask 1-8 - Technical Support (Contract Section C.4.12) The Contractor shall provide technical assistance to support operating systems, DBMS, and commercial software applications. The Contractor shall analyze and resolve problems, provide documentation of procedures and standards for the use of system software, and provide expert consulting on related technical issues. As required by the Government, the Contractor shall provide application development services that conform to the INS Systems Development Life Cycle. These services shall include, but not be limited to, requirements analysis, design and development, and test and acceptance to support ADP operations activities.

Subtask 1-9 - Systems Security Support (Contract Section C.4.12) The Contractor shall provide computer security support for technical security system administration CA Top Secret and IDMS's IDD, and various access control services for users access to INS applications and databases. The Contractor shall assist in the operation and maintenance of the INS Password Issuance Control System (PICS).

Expertise Required: Knowledge of principles of ADP security, Top-Secret, IDMS's IDD.

4. Work Schedule, Period of Performance, Required Completion Date

The Work Schedule shall be established by the INS Task Manager and the contractor's Technical Manager no later than 30 days after Task Order award.

The Period of Performance shall be October 1, 1997 to September 30, 1998.

5. Place of Delivery or Performance

The place of performance shall be at in INS facilities located at 425 I Street, NW, Washington, DC, 20536 and at 111 Massachusetts Avenue, NW, Washington, DC, 20536.

6. Deliverables

Deliverables/Work Products shall be established by the INS Task Manager and the contractor's Technical Manager under the FOS HQ Operations Task Management Plan no later than 30 days after Task Order award.

ATTACHMENT 3

The Contractor shall provide a weekly status report and a monthly task management status report. The weekly status report will provide input for the Branch's weekly status report and it shall reflect operational Activities/Accomplishments, Problems and Issues, and Next Week Plans, and Travel/Training/Leave. The monthly status report will at least include accomplishments, work-in-progress, planned activities, staffing changes, issues of concern, problems encountered and their proposed/required solution. Additionally, the Contractor shall provide any scheduled or ad hoc operational and administrative reports as tasked by the INS Task Manager.

7. Security Requirements

Security requirements are described in Section H of the contract. Before contractor personnel can begin work, those individuals assigned to the tasks contained order must have an approved INS employment waiver or suitability determination granted by the INS Security Office.

8. Other Direct Costs

Limited travel is required. The Contractor shall provide courier service to deliver outputs or other materials to designated locations. Authorization for the use of other directs costs, such as Travel and Overtime, requires the approval of the contractor's Technical Manager, the INS Task Manager, and the COTR.

9. Staffing. Per WANG's revised proposal.

ATTACHMENT 3

Part II. Service Level Agreement

1. Contract Number/Task Order Number: COW-7-C-0013/FOS98-004

2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the Contractor will have had time to analyze and make recommendations for the future operation of Headquarters Operations and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

3. Organizations Involved

(1) Service Provider: WANG Government Services, Inc.

(a) POC: [redacted], Technical Manager, ESC (b)(6)
(b) Location: 425 I Street, NW, Room 5120
(c) Washington, DC 20536
(d) (202) 616-2129

(2) End User Organization: ADP Operations Branch

(a) POC Names: Ray Murray
(b) Telephone Number: (202) 514-2086

4. Responsibilities of Service Provider (WANG Government Services, Inc.)

4.1 The service provider agrees it will:

Provide production control support for INS application systems that are currently operational at the JDCs. HQ Operations Center, and other locations as required by the INS.

4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

ATTACHMENT 3.

1. Performance measurements will begin 90 days after Task Order award. WANG Government Services, Inc. (WGSI) will use the 90 day period as follows: 30 days to conduct analyses, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

2. The initial Performance Factor review will begin on 1 April 1998. Performance factors will have both positive and negative applications.

Performance Incentives Production Control						
Element	**Requirement**	**Standard**	**Measurement Interval**	**Source**	**Performance Factor**	**Calculations**

5. Responsibilities of the End-User Organization

- 5.1 The end-user organization agrees it will provide: office space, office furniture, equipment, and supplies necessary to provide support services.

6. Signatures of the Government and the Contractor's Authorized Representative

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: Both parties may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

ATTACHMENT 3

Ray Murray 12/9/97

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Contract Representative Signature

(b)(6)

[redacted]

Service Provider Contract Representative Signature

ATTACHMENT 2

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

INS FOS
Task Order 4 – Headquarters' Operations
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	1,880		$	
3008	Systems Analyst	8.55	16,074		$	
3007	Senior Systems Analyst	1.65	3,102		$	
3009	Systems Programmer	2	3,760		$	
3023	Lead Computer Operator	9.2	17,296		$	
		0	-	0	$	
		0	-	0	$	
		0	-	0	$	
	Total Labor Summary	**22.4**	**42,112**	-	$	

	Labor Categories for Overtime		OT Hours	OT Rate		Total
3002AA	Technical Manager		56		$	
3008AA	Systems Analyst		482		$	
3007AA	Senior Systems Analyst		93		$	
3009AA	Systems Programmer		113		$	
3023AA	Lead Computer Operator		519		$	
		0	0	0	$	
		0	0	0	$	
		0	0	0	$	
	Total Labor Summary	**0**	**1,263**	-	$	

	Travel Summary *		Total
4002	CONUS	$	
4002	Local Travel (INS Directed)	$	
	Total Travel Summary	$	

	Other Direct Costs*		Total
4000	Pagers	$	
4000	Federal Express expenses	$	
4000	Training Class	$	
4000	Courier	$	
4000	Parking expenses	$	
4000	Miscellaneous Items	$	
	Total Other Direct Costs	$	

	Material Summary		Total
4001	Office Supplies	$	-
	Total Material Summary	$	-

	Total Task Order 4 Summary	**22.4**	**43,375**	**1,498,461**

* Note: Travel and Other Direct Costs are estimates only. All costs will be invoiced at actual cost.

ATTACHMENT 3

(b)(4)

Task Order 4 -- Headquarters' Operations

Subtask 1-0 Information Technology Support Services for Headquarters' Operations

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	1,880		$	
3008	Systems Analyst	0	-	0	$	-
3007	Senior Systems Analyst	0	-	0	$	-
3009	Systems Programmer	0	-	0	$	-
3023	Lead Computer Operator	0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
	Total Labor Summary	**1**	**1,880**		**$**	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	56		$	
008AA	Systems Analyst	0	0	$	-
007AA	Senior Systems Analyst	0	0	$	-
00[illegible]	Systems Programmer	0	0	$	-
023AA	Lead Computer Operator	0	0	$	-
0	0	0	0	$	-
0	0	0	0	$	-
0	0	0	0	$	-
	Total Labor Summary for Overtime	**56**		**$**	

	Travel Summary	Total
4002	CONUS	
4002	Local Travel (INS Directed)	

	Other Direct Costs	Total
4000	Pagers	
4000	Federal Express expenses	
4000	Training Class	
4000	Courier	
4000	Parking expenses	
4000	Miscellaneous Items	
	Total Other Direct Costs	

	Material Summary	Total
4001	Office Supplies	-
	Total Material Summary	**$ -**

Total Sub-Task 1-0	**1**	**1,936**		**130,340**

ATTACHMENT 5

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 – Headquarters' Operations
Subtask 1-1 Computer Operations Support

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager	0	-	0	$ -
3008	Systems Analyst	0	-	0	$
3007	Senior Systems Analyst	0.25	470	[redacted]	$
3009	Systems Programmer	0	-	0	$ -
3023	Lead Computer Operator	5.2	9,776	[redacted]	$
0		0	-	0	$
0		0	-	0	$ -
0		0	-	0	$ -
	Total Labor Summary	**5.45**	**10,246**		$ [redacted]

	Labor Categories for Overtime	OT Hours	OT Rate	Total
002AA	Technical Manager	0	0	$ -
008AA	Systems Analyst	0	0	$
007AA	Senior Systems Analyst	14	[redacted]	$
009AA	Systems Programmer	0	0	$
023AA	Lead Computer Operator	293	[redacted]	$
0		0	0	$ -
0		0	0	$ -
0		0	0	$ -
	Total Labor Summary for OT	**307**		$ [redacted]

	Travel Summary	Total
4002	CONUS	$ -
4002	Local Travel (INS Directed)	$ -
	Total Travel	$ -

	Other Direct Costs	Price
4000	Pagers	$ -
4000	Federal Express expenses	$ -
4000	Training Class	$ -
4000	Courier	$ -
4000	Parking expenses	$
4000	Miscellaneous Items	$ [redacted]
	Total Other Direct Costs	$

	Material Summary	Total Price
4001	Office Supplies	$ -
	Total Material Summary	$ -
	Total Sub-Task 1-1 **5** **10,553**	**260,039**

December 1, 1997

ATTACHMENT 3

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 -- Headquarters' Operations
Subtask 1-2 Production Control Support

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	0	-	0	$	
3008	Systems Analyst	4.2	7,896		$	
3007	Senior Systems Analyst	0.75	1,410		$	
3009	Systems Programmer	0	-	0	$	-
3023	Lead Computer Operator	2	3,760		$	
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
	Total Labor Summary	**6.95**	**13,066**		**$**	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	0	0	$	-
008AA	Systems Analyst	237		$	
007AA	Senior Systems Analyst	42		$	
009AA	Systems Programmer	0		$	-
023AA	Lead Computer Operator	113		$	
0		0	0	$	-
0		0	0	$	-
0		0	0	$	-
	Total Labor Summary for Overtime	**392**		**$**	

	Travel Summary	Total
4002	CONUS	-
4002	Local Travel (INS Directed)	-

	Other Direct Costs	Total
4000	Pagers	-
4000	Federal Express expenses	-
4000	Training Class	-
4000	Courier	-
4000	Parking expenses	
4000	Miscellaneous Items	-
	Total Other Direct Costs	

	Material Summary	Total
4001	Office Supplies	-
	Total Material Summary	-

	Total Sub-Task 1-2	**7**	**13,458**	**479,700**

December 1, 1997

ATTACHMENT 3

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 – Headquarters' Operations
Subtask 1-3 Magnetic Media Library Management and Control

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	0	-	0	$	-
3008	Systems Analyst	0	-	0	$	-
3007	Senior Systems Analyst	0.05	94		$	
3009	Systems Programmer	0.2	376		$	
3023	Lead Computer Operator	0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
	Total Labor Summary	**0.25**	**470**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	0	0	$	-
008AA	Systems Analyst	0	0	$	-
007AA	Senior Systems Analyst	3		$	
009AA	Systems Programmer	11		$	
023AA	Lead Computer Operator	0	0	$	-
0		0	0	$	-
0		0	0	$	-
0		0	0	$	-
	Total Labor Summary for Overtime	**14**		$	

	Travel Summary			Total
4002	CONUS		$	-
4002	Local Travel (INS Directed)		$	-

	Other Direct Costs			Total
4000	Pagers		$	-
4000	Federal Express expenses		$	-
4000	Training Class		$	-
4000	Courier		$	
4000	Parking expenses		$	
4000	Miscellaneous Items		$	
	Total Other Direct Costs		$	

	Material Summary			Total
4001	Office Supplies		$	-
	Total Material Summary		$	-
	Total Sub-Task 1-3	**0** **484**		**19,195**

December 1, 1997

ATTACHMENT 3

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 – Headquarters' Operations

Subtask 1-4 Direct Access Storage Device (DASD) Management and Control

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	0	-	0	$	-
3008	Systems Analyst	0.35	658	[redacted]	$	[redacted]
3007	Senior Systems Analyst	0	-	0	$	-
3009	Systems Programmer	1.8	3,384	[redacted]	$	[redacted]
3023	Lead Computer Operator	0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
	Total Labor Summary	**2.15**	**4,042**		$	[redacted]

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	0	0	$	-
008AA	Systems Analyst	20	[redacted]	$	[redacted]
007AA	Senior Systems Analyst	0	0	$	-
009AA	Systems Programmer	102	[redacted]	$	[redacted]
023AA	Lead Computer Operator	0	0	$	-
0		0	0	$	-
0		0	0	$	-
0		0	0	$	-
	Total Labor Summary for Overtime	**122**		$	[redacted]

	Travel Summary			Total
4002	CONUS	-	$	-
4002	Local Travel (INS Directed)	-	$	-
	[redacted]			

	Other Direct Costs		Total
4000	Pagers	$	-
4000	Federal Express expenses	$	-
4000	Training Class	$	-
4000	Courier	$	-
4000	Parking expenses	$	[redacted]
4000	Miscellaneous Items	$	-
	Total Other Direct Costs	$	[redacted]

	Material Summary		Total
4001	Office Supplies	$	-
	Total Material Summary	$	-
	Total Sub-Task 1-4	**2**	**4,164**		**158,418**

December 1, 1997

ATTACHMENT 3

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 – Headquarters' Operations
Subtask 1-5 Capacity Planning

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	0	-	0	$	-
3008	Systems Analyst	0.5	940		$	
3007	Senior Systems Analyst	0.5	940		$	
3009	Systems Programmer	0	-	0	$	-
3023	Lead Computer Operator	0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
	Total Labor Summary	1	1,880		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	0	0	$	-
008AA	Systems Analyst	28		$	
007AA	Senior Systems Analyst	28		$	
009AA	Systems Programmer	0	0	$	-
023AA	Lead Computer Operator	0	0	$	-
0		0	0	$	-
0		0	0	$	-
0		0	0	$	-
	Total Labor Summary for Overtime	56		$	

	Travel Summary		Total
4002	CONUS	$	-
4002	Local Travel (INS Directed)	$	-

	Other Direct Costs		Total
4000	Pagers	$	-
4000	Federal Express expenses	$	-
4000	Training Class	$	-
4000	Courier	$	
4000	Parking expenses	$	
4000	Miscellaneous Items	$	
	Total Other Direct Costs	$	

	Material Summary		Total
4001	Office Supplies	$	-
	Total Material Summary	$	-

	Total Sub-Task 1-5	1	1,936	**83,695**

ATTACHMENT 3

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 -- Headquarters' Operations
Subtask 1-8 Contingency Planning

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager	0	-	0	$ -
3008	Systems Analyst	1	1,880	[redacted]	$ [redacted]
3007	Senior Systems Analyst	0.1	188		$
3009	Systems Programmer	0	-	0	$ -
3023	Lead Computer Operator	0	-	0	$ -
0		0	-	0	$ -
0		0	-	0	$ -
0		0	-	0	$ -
					$ -
	Total Labor Summary	1.1	2,068		$ [redacted]

	Labor Categories for Overtime	OT Hours	OT Rate	Total
002AA	Technical Manager	0	0	$ -
008AA	Systems Analyst	56	[redacted]	$ [redacted]
007AA	Senior Systems Analyst	6		$
009AA	Systems Programmer	0	0	$ -
023AA	Lead Computer Operator	0	0	$ -
0		0	0	$ -
0		0	0	$ -
0		0	0	$ -
				$ -
	Total Labor Summary for Overtime	62		$ [redacted]

Travel Summary

		Total
4002	CONUS	
4002	Local Travel (INS Directed)	$ -
		$ -
	[redacted]	

Other Direct Costs

		Total
4000	Pagers	$ -
4000	Federal Express expenses	$ -
4000	Training Class	$ -
4000	Courier	$ -
4000	Parking expenses	$ -
4000	Miscellaneous Items	$ [redacted]
		$ -
	Total Other Direct Costs	$ [redacted]

Material Summary

		Total
4001	Office Supplies	$ -
	Total Material Summary	$ -
	Total Sub-Task 1-8 1 2,130	$5,322

December 1, 1997

ATTACHMENT 3

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-004

Task Order 4 -- Headquarters' Operations
Subtask 1-7 Documentation

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	0	-	[redacted]		
3008	Systems Analyst	0.5	940		$	-
3007	Senior Systems Analyst	0	-	0	$	[redacted]
3009	Systems Programmer	0	-	0	$	-
3023	Lead Computer Operator	0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
0		0	-	0	$	-
		0	-	0	$	-
	Total Labor Summary	**0.5**	**940**		$	[redacted]

	Labor Categories for Overtime	OT Hours	OT Rate		Total
002AA	Technical Manager	0	[redacted]		
008AA	Systems Analyst	28		$	-
007AA	Senior Systems Analyst	0	0	$	[redacted]
009AA	Systems Programmer	0	0	$	-
023AA	Lead Computer Operator	0	0	$	-
0		0	0	$	-
0		0	0	$	-
0		0	0	$	-
		0	0	$	-
	Total Labor Summary for Overtime	**28**		$	[redacted]

Travel Summary

			Total
4002	CONUS		
4002	Local Travel (INS Directed)	$	-
		$	-
	[redacted]		

Other Direct Costs

			Total
4000	Pagers		
4000	Federal Express expenses	$	-
4000	Training Class	$	-
4000	Courier	$	-
4000	Parking expenses	$	-
4000	Miscellaneous Items	$	[redacted]
		$	
	Total Other Direct Costs	$	[redacted]

Material Summary

			Total
4001	Office Supplies	$	-
	Total Material Summary	$	-
	Total Sub-Task 1-7		**38,091**

Total Sub-Task 1-7	1	868

December 1, 1997

ATTACHMENT 1

64

Task Order 4 -- Headquarters' Operations
Subtask 1-9 Systems Security Support

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager	0	-	0	-
3008	Systems Analyst	2	3,760		$ -
3007	Senior Systems Analyst	0	-	0	$ -
3009	Systems Programmer	0	-	0	$ -
3023	Lead Computer Operator	2	3,760		$ -
0		0	-	0	$ -
0		0	-	0	$ -
0		0	-	0	$ -
					$ -
	Total Labor Summary	4	7,520		$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
002AA	Technical Manager	0	0	-
008AA	Systems Analyst	113		$ -
007AA	Senior Systems Analyst	0	0	$ -
009AA	Systems Programmer	0	0	$ -
023AA	Lead Computer Operator	113		$ -
0		0	0	$ -
0		0	0	$ -
0		0	0	$ -
		0	0	$ -
	Total Labor Summary for Overtime	226		$

Travel Summary

		Total
4002	CONUS	$ -
4002	Local Travel (INS Directed)	$ -

Other Direct Costs

		Total
4000	Pagers	$ -
4000	Federal Express expenses	$ -
4000	Training Class	$ -
4000	Courier	$ -
4000	Parking expenses	$
4000	Miscellaneous Items	$
	Total Other Direct Costs	$

Material Summary

		Total
4001	Office Supplies	$ -
	Total Material Summary	$ -

Total Sub-Task 1-9	4	7,748		243,661

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000011	09/28/98	DSD-8-00402	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
This modification increases the obligated amount from $9,317,981.00 to $9,517,981.00 for an increase of $200,000.00.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 4/25/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	See Block 16C	SID-8-00274	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0239
	10B. DATED (SEE ITEM 13) 03/20/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Agreement of the parties
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This extension extends the period of perfromance of this order from September 30, 1998 through October 31, 1998. Option period one rates shall be used during this extension period.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	See Block 16C	SID-8-00274	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0239

10B. DATED (SEE ITEM 13)
03/20/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
Agreement of the parties

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This extension extends the period of perfromance of this order from September 30, 1998 through October 31, 1998. Option period one rates shall be used during this extension period.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

ORDE.. OR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 03/20/98	2. CONTRACT NO. (If any): COW-7-C-0013
3. ORDER NO.: COW-8-P-0239	4. REQUISITION/REFERENCE NO.: SID-8-00274

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: Office of Finance, Room 6309
425 I Street, N.W.
c. CITY: Washington | d. STATE: D. | e. ZIP CODE: 20536
f. SHIP VIA:

7. TO:
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | e. STATE: VA | f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR:
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/81SD.321S.09S.00

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	13. PLACE OF: a. INSPECTION	13. PLACE OF: b. ACCEPTANCE	14. GOVERNMENT B/L NO	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination	Destination	Destination		09/30/98	Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (F)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This Order is for Task number 6, Inventory, of Contract COW-7-C-0013. This task is described and the pricing for it is contained in Attachment 1 hereto. The total price of this order is $83,753.00					
1	7010 ADPE SYSTEM CONFIGURATION	1	LO	$83753.00	$83753.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages)
			$0.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

$83753.00 — 17. (j) GRAND TOTAL

22. UNITED STATES OF AMERICA
BY (Signature): Robert N. Beaty
23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ ________. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

6. **Signatures of the Government and the Contractor's Authorized Representative**

a. The parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

_____

Immigration & Naturalization Service Contracting Officer

_____

Immigration & Naturalization Service COTR

_____

Immigration & Naturalization Service End User Representative

_____

Service Provider Representative Signature

_____

Service Provider Representative Signature

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-006

INS FOS
TASK ORDER 6 – INVENTORY
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager		262		$
3018	Senior Logistics Specialist		262		$
3019	Logistics Specialist		262		$
3008	Systems Analyst		448		$
3026	Technical Writer		216		$
	Total Labor Summary		1,450	-	$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002	Technical Manager	63		$
3018	Senior Logistics Specialist	63		$
3019	Logistics Specialist	63		$
3008	Systems Analyst	80		$
3026	Technical Writer	40		$
	Total Labor Summary for OT	309	-	$

	Travel Summary	Cost	G&A	Total
4002	CONUS			$
	Total Travel Summary			$

Other Direct Costs	Cost	G&A	Total
Total Other Direct Costs	-	-	$ -

Material Summary	Cost	G&A	Total
Total Material Summary	-	-	$ -

Total Task Order 6 Summary	-	1,759	15,492	775	83,753

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-006

TASK ORDER 6 Inventory

Subtask 1-1 Inventory Status Report

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager	1	70		$
3018	Senior Logistics Specialist	1	70		$
3019	Logistics Specialist	1	70		$
3008	Systems Analyst	2	64		$
3026	Technical Writer	1	24		$
	Total Labor Summary		298		$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002	Technical Manager	23		$
3018	Senior Logistics Specialist	23		$
3019	Logistics Specialist	23		$
3008	Systems Analyst	0	0	$ -
3026	Technical Writer	0	0	$ -
	Total Labor Summary for OT	69		$

	Travel Summary	Cost	G&A	Total
4002	CONUS			$
	Total Travel			$

Other Direct Costs	Total Cost	G&A	Price
Total Other Direct Costs	-	-	$ -

Material Summary	Cost	G&A	Total Price
Total Material Summary	-	-	$ -
Total Sub-Task Summary	367	15,492	775 30,859

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-006

TASK ORDER 6 Inventory
Subtask 1-2 Inventory Plan

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	192		$	
3018	Senior Logistics Specialist	1	192		$	
3019	Logistics Specialist	1	192		$	
3008	Systems Analyst	2	384		$	
3026	Technical Writer	1	192		$	
	Total Labor Summary		**1,152**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002	Technical Manager	40		$	
3018	Senior Logistics Specialist	40		$	
3019	Logistics Specialist	40		$	
3008	Systems Analyst	80		$	
3026	Technical Writer	40		$	
	Total Labor Summary for Overtime	**240**		$	

Travel Summary	Cost	G&A		Total
		-	$	-

Other Direct Costs	Cost	G&A		Total
Total Other Direct Costs	-	-	$	-

Material Summary	Cost	G&A		Total
		-	$	-
Total Material Summary	-	-	$	-
Total Sub-Task Summary	- **1,392**	-	-	**$3,184**

Travel Summary for the Task Order 6 - Inventory
CLIN 4002 Year 1 only

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Systems Analyst	Wash. DC	Phoenix, AZ	Mar-98	3	1	3	105	38	75	1,720		7,122
Systems Analyst	Wash. DC	Los Angeles, C	Mar-98	3	1	5	97	42	75	1,720		8,370
Total Travel Summary												$ 15,492

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 6 – INVENTORY

Contract Number/Task Order Number: COW-7-C-0013/FOS98-006

PART I. TASK ORDER

3. Requirements

Task 1 - Inventory Management

Subtask 1 - Inventory Status Report. (Contract Section C.4.7) WGSI will produce the inventory status report assessing the current state of INS IT resources and describing and analyzing the AMIS system. WGSI understands that there are multiple inventories at the INS that have data on Automated Data Processing Equipment (ADPE). The official inventory system for INS is the AMIS database that maintains information on all INS assets. The ADPE information contained in the AMIS database is maintained by INS employees in the field and lacks the necessary accuracy to be of use to the Systems Integration Division (SID). The Inventory Tracking Application (ITA) inventory is an ADPE specific inventory that is generated by the TIP during site surveys and the actual deployment process. While the information in the ITA database is very accurate at the time of its creation, it is a point in time inventory and may not reflect subsequent changes. It is WGSI's understanding that there are a variety of other inventory systems developed and in use though out the field at INS. These inventory systems are maintained out in the field to support their needs, but are not readily available to the agency as a whole.

Due to the limited time to do an assessment of the INS inventory, WGSI proposes to utilize site specific data from both the AMIS and ITA databases and visit that site to compare the physical inventory to the databases. WGSI will work with the INS to select a suitable site that is of a sufficient size-to perform an assessment and discuss the necessity of expanding the review to additional sites. Critical information for this comparison will include the manufacturer, model, serial numbers, and location of equipment. The comparison will consist of surveying the installed base, comparing the installed base content with the AMIS and ITA inventories and reviewing the procedures and practices associated with maintaining these inventories. Further, any local inventory system that may be in place will also be examined to the extent practicable.

PROPOSED STAFFING: 1 Technical Manager, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts, 1 Technical Writer

STAFFING JUSTIFICATION: For a period within 11 calendar days, WGSI proposes 1 Technical Manager to oversee the development of the Inventory Status Report. Within

the same time frame, 1 Senior Logistics Specialist, 1 Logistics Specialist and 2 Systems Analysts will inspect/spot check the inventory and prepare the report with assistance from 1 Technical Writer.

Subtask 2 - Inventory Plan. (Contract Section C.4.7) WGSI will develop an inventory plan that provides recommendations and associated costs on how INS may update and maintain an accurate inventory of IT resources and how INS may use the inventory information to its best advantage. The INS asset management structure will be a consideration in any inventory plan. WGSI also recognizes the critical need of the SID to provide maintenance inventory baseline for the ADPE equipment, and the Logistics division to maintain the inventory information which is fundamental for accounting purposes. Both needs will be addressed in the Inventory Plan.

Due to the nature of INS offices being geographically dispersed, WGSI's Inventory Plan will address automated solutions to keeping the ADPE inventory up to date. A critical point for any inventory plan must take into account that inventory information directly effects the maintenance of equipment, and maintaining ADPE effects the inventory. The Inventory Plan will take into account maintenance activities, and will address automated links between the any maintenance system and the INS inventory systems, including the Help Desk trouble ticketing system. The inventory plan will also address a methodology to validating the continual accuracy of the inventory information through a quality assurance plan.

PROPOSED STAFFING: 1 Technical Manager, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts, and 1 Technical Writer

STAFFING JUSTIFICATION: For a period of 34 calendar days, WGSI proposes 1 Technical Manager to provide guidance for and oversee the development of the Inventory Plan. Within the same time frame, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts and 1 Technical Writer will prepare the plan, proposed implementation schedule, and associated resource requirements and inventory implementation costs. The staff working on Subtask 2 will be the same as on Subtask 1 as a follow-on to the inventory status report

Subtask 3 - Implement tion. (Contract Section C.4.7) WGSI, at the Government's direction, will implement the Inventory Plan as approved or amended. This plan will reflect the following end product vision:

- An accurate and reliable inventory system of field infrastructure hardware and software components will be established
- This system of records will serve as a basis to account for maintenance coverage of selected elements
- This system of records will serve as a basis to assist in the coordination of other INS related activities such as technology assessment and refreshment, and infrastructure planning.

- It will serve as a key component for a consolidated help desk database to assist in problem tracking, problem resolution and processing information requests.
- The inventory system of records will provide for, as a critical element, ongoing support capabilities for accurately and timely updating.

PROPOSED STAFFING: No personnel can be proposed until the Inventory Plan is developed and is subject to further negotiations.

4. Work Schedule, Period of Performance, Required Completion Date

WGSI will accomplish Subtasks 1 and 2 within 45 calendar days of the Government's request, and complete Subtask 3 according to the schedule presented in the approved Inventory Plan.

5. Place of Delivery or Performance

WGSI assumed that all work under this task order would be performed on-site at the INS.

6. Deliverables

WGSI agrees to provide the INS with the deliverables listed in the task order.

7. Security Requirements

WGSI will meet the INS security requirements.

8. Other Direct Costs

WGSI expects to incur costs for long distance travel as detailed in the cost section of WGSI's response to this task order.

PART II. SERVICE LEVEL AGREEMENT (SLA)

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS98-006

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

WGSI RESPONSE: Subtasks 1 and 2 are 45 calendar days in duration and will start with Wang's receipt of an executed Task Order from the Government. The required deliverables associated with these subtasks will be delivered within the required time frames. As part of the Inventory Plan, WGSI will provide proposed SLAs for inventory implementation.

3. **Organizations Involved**

(1) Service Provider: Contractor Name

(a) [redacted] (b)(6)
(b) 7900 Westpark Drive
(c) McLean, VA 22102
(d) (703) 827-3424

(2) End User Organization:

(a) POC Names: Usha Keene
(b) Telephone Numbers: (202) 514-7990

4. Responsibilities of Service Provider (Contractor)

4.1 The service provider agrees it will:

1. Deliver the Inventory Status Report as stated in the task order.

2. Deliver the Inventory Plan as stated in the task order.

4.2 Performance Incentives

This SLA Task Order will include performance incentives for Subtask 3 - Implementation.

1. WGSI expects performance factors to have both positive and negative applications. As part of Wang's proposal for Subtask 3, performance incentives will be proposed and negotiated with the Government.

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations

5. Responsibilities of the End-User Organization

5.1 The end-user organization agrees it will:

1. Provide inventory information captured in the ITA for the location(s) selected.

2. Provide access to AMIS.

3. Provide, as needed, hardware or software required for performance of the task

6. **Signatures of the Government and the Contractor's Authorized Representative**

a. The parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Representative Signature

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO.	EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO	5. PROJECT NO. (If applicable)
000006	/28/98	SID-8-00667	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
TIN: 411571110 WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0387
Attn: (b)(6)		10B. DATED (SEE ITEM 13) 05/05/98
CODE / FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Block 14 Decrease $710000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The following amounts are deobligated from this order by this modification:
SID-8-00353
15X8598/81SD.321S.17S.00 DECREASE $-295,000.00

SID-8-00417
15X8598/81SD.321S.99S.00 DECREASE $-236,000.00

SID-8-00424
(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 7/28/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BE PNT'D. COW-7-C-0013 COW-8-P-0387 000006	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	15X8598/81SD.321S.99S.00 DECREASE $-169,000.00 1581217/81SD.321B.847.00 DECREASE $- 10,000.00 List of Changes For Line item number 1: Unit Price changed from $1,450,000 to $1,155,000. resulting in a decrease of $-295,000. The decrease applies to account/appropriation: 15X8598/81SD.321S.17S.00 List of Changes For Line item number 4: Unit Price $236,000 is no longer applicable. resulting in a decrease of $-236,000. The decrease applies to account/appropriation: 15X8598/81SD.321S.99S.00 List of Changes For Line item number 3: Unit Price $179,000 is no longer applicable. resulting in a decrease of $-179,000. The decrease applies to account/appropriation: 15X8598/81SD.321S.99S.00 $-169,000.00 1581217/81SD.321B.847.00 $- 10,000.00 List of Changes For Line item number 1: Unit Price changed from $1,450,000.00 to $1,150,000.00 resulting in a decrease of $295,000.00. This decrease applies to account/appropriation: 15X8598/81SD.321S.17S.00 $-295,000.00 This Modification Has Changed The Obligated Amount From $1,968,311.00 To $1,258,311.00 For A Net Decrease of $710,000.00				

AMENDMENT OF SOLICITATION/ DIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000005	See Block 16C	SID-8-00417	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0387

10B. DATED (SEE ITEM 13)
05/05/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Block 14
Decrease $200000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

List of Changes For Line item number 4:
Unit Price changed from $350,000 to $236,000.
Total Obligated Amount changed from $350,000 to $236,000.
resulting in a decrease of $-114,000.
The decrease applies to account/appropriation:
15X8598/81SD.321S.99S.00
Total Amount changed from $350,000 to $236,000.
resulting in a decrease of $-114,000.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
	16C. DATE SIGNED 9/27/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (R 3)
Prescribed by GSA, FAR (48 CFR) 53.2

CONTINUATION SHEET	REF. NO. OF DOC. BE ONT'D. COW-7-C-0013 COW-8-P-0387 000005	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	List of Changes For Line item number 3: Unit Price changed from $265,000 to $179,000. Total Obligated Amount changed from $265,000 to $179,000. resulting in a decrease of $-86,000. The decrease applies to account/appropriation: 15X8598/81SD.321B.847.00 decrease of $-14,000.00 15X8598/81SD.321S.178.00 decrease of $-72,000.00 Total Amount changed from $265,000 to $179,000. resulting in a decrease of $-86,000. This Modification Has Changed The Obligated Amount From $2,168,311.00 To $1,968,311.00 For A Net Decrease of $200,000.00				

NSN 7540-01-152-8067

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000004	See Block 16C	SID-8-00353	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0387

10B. DATED (SEE ITEM 13)
05/05/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X Agreement of the parties

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification extends the period of performance of this task order from September 30, 1998 through October 31, 1998. Option period one rates shall be in effect during this extension period.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted] (b)(6) Sr. Contracts Administrator	Robert N. Beaty
15B. CONTRACTOR/OFFEROR [redacted]	15C. DATE SIGNED 9/30/98
	16B. UNITED STATES OF AMERICA BY [signature] (Signature of Contracting Officer)
	16C. DATE SIGNED 9/30

NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

TRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	08/01/98	SID-8-00417	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0387

10B. DATED (SEE ITEM 13)
05/05/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/81SD.321S.99S.00 Increase $350000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
This Modification Has Changed The Obligated Amount
From $1,818,311.00 to $2,168,311.00 for a net increase of $350,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	6/4/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1.	PACT ID CODE	PAGE	OF	PAGES
		1		2

2. AMEMDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	08/10/98	SID-8-00424	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
TIN: 411571110 WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0387
Attn: [redacted] (b)(6)		10B. DATED (SEE ITEM 13) 05/05/98
CODE / FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE BELOW — Increase $265000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $1,553,311.00 To $1,818,311.00
For A Net Increase of $265,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 9/16/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0387 000002	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3	Accounting and Finance 1581217/81SD.321B.847.00 $ 24,000.00 15X8598/81SD.321S.17S.00 $ 72,000.00 15X8598/81SD.321S.99S.00 $169,000.00 FOB: Destination	1	LO	$265000.00	$265000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

TRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	09/28/98	SID-8-00440	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div,
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X) | 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X | COW-7-C-0013
COW-8-P-0387

10B. DATED (SEE ITEM 13)
05/05/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1581217/81NO.211X.93X.00 Increase $103311.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $1,450,000.00 To $1,553,311.00
For A Net Increase of $103,311.00

This Modification Has Changed The Total Amount
From $1,450,000.00 To $1,553,311.00
For A Net Increase of $103,311.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	7/1/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

05/05/98	COW-7-C-0013
3. ORDER NO.	4. REQUISITION/REFERENCE NO.
COW-8-P-0387	SID-8-00353

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn:

J66

a. NAME OF CONTRACTOR
WANG GOVERNMENT SERVICES, INC

b. COMPANY NAME
7900 WESTPARK DRIVE

c. STREET ADDRESS
SUITE 1105

MCLEAN | VA | 22102-4299

9. ACCOUNTING AND APPROPRIATIONS DATA
15X8598/81SD.321S.178.00

a. NAME OF CONSIGNEE
IMMIG. & NATZ. SERVICE

b. STREET ADDRESS
Office of Finance, Room 6309
425 I Street, N.W.

c. CITY: Washington | d. STATE: D. | e. ZIP CODE: 20536

f. SHIP VIA

8. TYPE OF ORDER

☐ a. PURCHASE
REFERENCE YOUR: _____

☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

10. REQUISITIONING OFFICE
INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		09/30/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This Order is for Task Number 8, Network Control Center, of Contract COW-7-C-0013. this task is described and the pricing for it is contained in Attachment 1 hereto. The total price of this order is $1,651,538.00					
1	R700 MANAGEMENT SUPPORT SERVICES	1	LO	$1450000.00	$1450000.00	

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

17(h) TOT. (Cont. pages): $0.00

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH

SEE BILLING INSTRUCTIONS ON REVERSE

b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034

c. City: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

17. (i) GRAND TOTAL: $1450000.00

22. UNITED STATES OF AMERICA
BY (Signature)

23. NAME (Typed)
Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired , this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ __________. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
	FINAL				
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 8 – NETWORK CONTROL CENTER MANAGEMENT

Contract Number/Task Order Number: COW-7-C-0013/FOS98-008

PART I. TASK ORDER

3. Requirements

Task 1 - Network Control Center Management. (Contract Section C.4.1.2) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in this task order, providing support to monitor and evaluate the performance of the routers and associated WAN components.

PROPOSED STAFFING: 1 Technical Manager and 1 Secretary

STAFFING JUSTIFICATION: WGSI proposes that 1 Technical Manager have overall responsibility for Network Control Center operations. WGSI proposes 1 Secretary for the period June 1998 through September 1998 for database entry and administrative support as on approximately 1 June 1998 WGSI will be assuming responsibility for the router configuration/support group.

Subtask 1-1 - Performance Monitoring. (Contract Section C.4.1.2) WGSI will monitor, analyze, track, and report on the performance of routers, telecommunications components, and WAN interfaces.

PROPOSED STAFFING: 1 Senior Telecommunications Specialist
STAFFING JUSTIFICATION: WGSI proposes 1 Senior Telecommunications Specialist to monitor, analyze, and track performance of installed routers and telecommunications components; control/monitor router configurations; monitor interfaces to the WAN; and generate reports as requested by the INS. This individual will recommend changes to the INS network to accommodate current and future growth and design changes. Additionally, this individual will be a member of the "Differential Emergency Performance Assessment and Resolution" Team (DEPART). The DEPART unit will be used by the Communications Group to investigate any communications problems in the INS Intranetwork; both in the communications field alone or in conjunction with Application Support and/or Hardware Support to determine the cause any "end-to-end" communication problems, and present several solutions for consideration by INS management to resolve these problems. The NCC with its diverse experience in problem resolution and in depth experience in using both Sniffers and performance based data to resolve problems is uniquely prepared and ready to field individuals at any time to assist various departments within INS in problem resolution.

Subtask 1-2 - Evaluate Performance. (Contract Section C.4.1.2) WGSI will assess the performance of routers, telecommunications components, and related systems and facilities and evaluate them against established performance standards. Upon activation of this task, the INS, in conjunction with WGSI, will develop the performance standards.

PROPOSED STAFFING: 1 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSI proposes 1 Senior Telecommunications Specialist to assess the performance of the installed routers and communications problems related to the router networks, evaluate the router networks for meeting established performance standards, measure WAN network bandwidth and usage, and generate reports as requested by the INS. The Senior Telecommunications Specialist will also be a member of the DEPART.

Task 2 Network Control Center Problem Resolution. WGSI will conduct problem resolution for the router networks and the X.25 network and associated WAN components by following the problem resolution approach and procedures. WGSI will generate, at the Government's request, network-wide and component-specific ad hoc reports and queries concerning network performance.

PROPOSED STAFFING: .5 Database Administrator, 1 Senior Telecommunications Specialist and 1 System/Network Administrator

STAFFING JUSTIFICATION: One part-time Database Administrator is essential to the development of tools required to support this task (e.g., the Remedy System and other monitoring tools referenced in this task). The Senior Telecommunications Specialist is necessary to serve as a point of contact for the Help Desk and to provide technical interface with third party network providers. The Senior Telecommunications Specialist will also be a member of the DEPART. WGSI proposes 1 System/Network Administrator to generate network-wide and component-specific ad hoc reports and queries as requested by the INS.

Task 3 Other Support Requirements. (Contract Section C.4.1.2) WGSI will fulfill other support requirements for staffing coverage, vendor/carrier liaison, disaster recovery and backup, and utilization of network monitoring tools. WGSI will also assist in router configuration and staging, troubleshooting, as well as generate network-wide or component specific ad-hoc performance monitoring reports.

PROPOSED STAFFING: 9 Telecommunications Specialists

STAFFING JUSTIFICATION: WGSI proposes 9 Telecommunications Specialists to provide on-duty support for the Network Control Center, 24 hours per day, 7 days per week. The INS requires a minimum of two persons on duty per shift. At a minimum, 9 Telecommunications Specialists will be needed to support this around-the-clock

operational coverage required by the INS. In addition, these personnel will support other subtasks under this task order as the need arises.

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from October 1, 1997 through September 30, 1998.

5. Place of Delivery or Performance

WGSI agrees that Network Control Center Management will be performed at the NCC's present location in the INS Chester Arthur Building (CAB).

6. Deliverables

WGSI agrees to provide the INS with the deliverables listed in the task order.

7. Security Requirements

WGSI will meet the INS security requirements.

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, training, pagers, etc., as detailed in the cost section of the WGSI response to this task order.

In addition, WGSI is proposing an Other Direct Cost for consulting services for expert network analysis and troubleshooting, including network design and review, of the INS's complex network environment.

PART II. SERVICE LEVEL AGREEMENT (SLA)

1. Contract Number/Task Order Number: HQ96-37/FOS98-08

2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following Task Order award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the NCC and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

WGSI agrees to conform to the INS established guidelines for the approval and activation of this SLA.

3. Organizations Involved

(1) Service Provider: Contractor Name

(a) [redacted] Technical Manager, INS NCC (b)(6)

(b) Immigration and Naturalization Service

(c) 425 I Street, NW, Room 5120

(d) Washington, DC 20536

(e) (202) 616-5158

(2) End User Organization:

(a) POC Names: Ping Li

(b) Location: ULLICO

(c) Telephone Numbers: (202)-616-1666

4. Responsibilities of Service Provider (Contractor)

4.1 The service provider agrees it will:

Work with the Government to develop appropriate performance measures and incentives within the time frames stated in Part II, Section 2 of the task order.

4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to propose incentive measures. All proposed incentives are subject to negotiation.

WGSI requests that activation of performance measurement not begin until 90 days after the official acceptance of this task order. WGSI proposes to use this 90-day period as follows: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations

5. Responsibilities of the End-User Organization

5.1 The end-user organization agrees it will:

1. Provide the following software:
    - CISCO Works
    - HP OpenView
    - Synoptic Optivity
    - UNIX Sybase QIP monitoring tools
    - Network Sniffers

2. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

6. **Signatures of the Government and the Contractor's Authorized Representative**

   a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

   b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

4/8/98

Immigration & Naturalization Service End User Representative

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Representative Signature

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-008

INS FOS
Task Order 8 -- Network Control Center Management
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager	1	1,880		$
3031	Senior Telecommunications Specialist	3	4,388		$
3032	Telecommunications Specialist	3	5,640		$
3032AC	Telecommunications Specialist (2nd Shift)	3	5,640		$
3032AD	Telecommunications Specialist (3rd Shift)	3	5,640		$
3004	Systems/Network Administrator	1	1,880		$
3005	DataBase Administrator	0.5	470		$
3028	Secretary	1	628		$
	Total Labor Summary	**15.5**	**26,166**	-	$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002AA	Technical Manager	188		$
3031AA	Senior Telecommunications Specialist	439		$
3032AA	Telecommunications Specialist	564		$
3032AE	Telecommunications Specialist (2nd Shift)	564		$
3032AF	Telecommunications Specialist (3rd Shift)	564		$
3004AA	Systems/Network Administrator	188		$
3005AA	DataBase Administrator	47		$
3028AA	Secretary	63		$
				$ -
				$ -
	Total Labor Summary	**0**	**2,617**	- $

	Travel Summary	Cost	G&A	Total
4002	CONUS			$
4002	California			$
4002	Local Travel			$
	Total Travel Summary			$

	Other Direct Costs	Cost	G&A	Total
4000	Pagers			$
4000	Federal Express expenses			$
4000	Training Class			$
4000	Parking expenses			$
4000	Expert Consulting Services			$
	Total Other Direct Costs			$

	Material Summary	Cost	G&A	Total
4001		-	-	$ -
	Total Material Summary	-	-	$ -

Total Task Order 8 Summary $ 1,651,538

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-008

Task Order 8 -- Network Control Center Management
Task 1.0 Network Control Center Management

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager	1	1,880		$	
3031	Senior Telecommunications Specialist				$	-
3032	Telecommunications Specialist				$	-
3032AC	Telecommunications Specialist (2nd Shift)				$	-
3032AD	Telecommunications Specialist (3rd Shift)				$	-
3004	Systems/Network Administrator				$	-
3005	DataBase Administrator				$	
3028	Secretary	1	628		$	
					$	-
					$	-
	Total Labor Summary	**2**	**2,508**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002AA	Technical Manager	188		$	
3031AA	Senior Telecommunications Specialist	0	0	$	-
3032AA	Telecommunications Specialist	0	0	$	-
3032AE	Telecommunications Specialist (2nd Shift)	0	0	$	-
3032AF	Telecommunications Specialist (3rd Shift)	0	0	$	-
3004AA	Systems/Network Administrator	0	0	$	-
3005AA	DataBase Administrator	0	0	$	
3028AA	Secretary	63		$	
	Total Labor Summary for Overtime	**251**		$	

	Travel Summary	Cost	G&A		Total
4002	CONUS		-	$	-
4002	California		-	$	-
4002	Local Travel			$	
				$	

	Other Direct Costs	Cost	G&A		Total
4000	Pagers			$	
4000	Federal Express expenses			$	
4000	Training Class			$	
4000	Parking expenses			$	
				$	
	Total Other Direct Costs			$	

	Material Summary	Cost	G&A		Total
4001			-	$	-
	Total Material Summary	**-**	**-**	$	-
	Total Sub-Task Summary	**2**	**2,759**	**6,357**	**318**	**126,893**

Task Order 8 -- Network Control Center Management

Subtask 1-1 Performance Monitoring

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager				$	-
3031	Senior Telecommunications Specialist	1	1,880		$	
3032	Telecommunications Specialist				$	
3032AC	Telecommunications Specialist (2nd Shift)				$	-
3032AD	Telecommunications Specialist (3rd Shift)				$	-
3004	Systems/Network Administrator				$	-
3005	DataBase Administrator				$	-
3028	Secretary				$	-
					$	-
					$	-
					$	-
	Total Labor Summary	1	1,880		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002AA	Technical Manager	0	0	$	-
3031AA	Senior Telecommunications Specialist	188		$	
3032AA	Telecommunications Specialist	0	0	$	
3032AE	Telecommunications Specialist (2nd Shift)	0	0	$	-
3032AF	Telecommunications Specialist (3rd Shift)	0	0	$	-
3004AA	Systems/Network Administrator	0	0	$	-
3005AA	DataBase Administrator	0	0	$	-
3028AA	Secretary	0	0	$	-
	Total Labor Summary for OT	188		$	

	Travel Summary	Cost	G&A		Total
4002	CONUS		-	$	-
4002	California		-	$	-
4002	Local Travel		-	$	-
	Total Travel	-	-	$	-

	Other Direct Costs	Total Cost	G&A		Price
4000	Pagers		-	$	-
4000	Federal Express expenses		-	$	-
4000	Training Class				
4000	Parking expenses				
	Total Other Direct Costs				

Material Summary	Cost	G&A		Total Price
		-	$	-
Total Material Summary	-	-	$	-

Total Sub-Task Summary	1	2,068	960	48		110,324

Contract No.: COW-7-C-0013
Task Order No.: FOS98-008

Task Order 8 -- Network Control Center Management
Subtask 1-2 Evaluate Performance

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002	Technical Manager		-	0	$	
3031	Senior Telecommunications Specialist	1	628		$	
3032	Telecommunications Specialist				$	-
3032AC	Telecommunications Specialist (2nd Shift)				$	-
3032AD	Telecommunications Specialist (3rd Shift)				$	-
3004	Systems/Network Administrator				$	-
3005	DataBase Administrator				$	-
3028	Secretary				$	-
					$	-
					$	-
					$	-
	Total Labor Summary	**1**	**628**		$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002AA	Technical Manager	0	0	$	-
3031AA	Senior Telecommunications Specialist	63		$	
3032AA	Telecommunications Specialist	0	0	$	-
3032AE	Telecommunications Specialist (2nd Shift)	0	0	$	-
3032AF	Telecommunications Specialist (3rd Shift)	0	0	$	-
3004AA	Systems/Network Administrator	0	0	$	-
3005AA	DataBase Administrator	0	0	$	-
3028AA	Secretary	0	0	$	-
	Total Labor Summary for Overtime	**63**		$	

	Travel Summary	Cost	G&A		Total
4002	CONUS		-	$	-
4002	California		-	$	-
4002	Local Travel		-	$	-

	Other Direct Costs	Cost	G&A		Total
4000	Pagers		-	$	-
4000	Federal Express expenses		-	$	-
4000	Training Class			$	
4000	Parking expenses			$	
4000	Expert Consulting Services	1,000		$	
	Total Other Direct Costs			$	

	Material Summary	Cost	G&A		Total
4001			-	$	-
	Total Material Summary	-	-	$	-
	Total Sub-Task Summary	**1** **691**	**180,960**	**9,048**	**226,535**

Task Order 8 – Network Control Center Management
Subtask 1-3 Performance Reporting

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager				$ -
3031	Senior Telecommunications Specialist				$ -
3032	Telecommunications Specialist				$ -
3032AC	Telecommunications Specialist (2nd Shift)				$ -
3032AD	Telecommunications Specialist (3rd Shift)				$ -
3004	Systems/Network Administrator	0	-	0	$ -
3005	DataBase Administrator				$ -
3028	Secretary				$ -
					$ -
					$ -
					$ -
	Total Labor Summary	**0**	**-**		**$ -**

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002AA	Technical Manager	0	0	$ -
3031AA	Senior Telecommunications Specialist	0	0	$ -
3032AA	Telecommunications Specialist	0	0	$ -
3032AE	Telecommunications Specialist (2nd Shift)	0	0	$ -
3032AF	Telecommunications Specialist (3rd Shift)	0	0	$ -
3004AA	Systems/Network Administrator	0	0	$ -
3005AA	DataBase Administrator	0	0	$ -
3028AA	Secretary	0	0	$ -
	Total Labor Summary for Overtime	**0**		**$ -**

	Travel Summary	Cost	G&A	Total
4002	CONUS		-	$ -
4002	California		-	$ -
4002	Local Travel		-	$ -

	Other Direct Costs	Cost	G&A	Total
4000	Pagers		-	$ -
4000	Federal Express expenses		-	$ -
4000	Training Class		-	$ -
4000	Parking expenses	-	-	$ -
4000	Expert Consulting Services		-	$ -
	Total Other Direct Costs	**-**	**-**	**$ -**

	Material Summary	Cost	G&A	Total
4001			-	$ -
	Total Material Summary	**-**	**-**	**$ -**
	Total Sub-Task Summary	**-**	**-**	**-**

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-008

Task Order 8 -- Network Control Center Management
Task 2 Network Control Center Problem Resolution

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager				$ -
3031	Senior Telecommunications Specialist	1	1,880		$
3032	Telecommunications Specialist				$ -
3032AC	Telecommunications Specialist (2nd Shift)				$ -
3032AD	Telecommunications Specialist (3rd Shift)				$ -
3004	Systems/Network Administrator	1	1,880		$
3005	DataBase Administrator	0.5	470		$
3028	Secretary				$ -
					$ -
					$ -
					$ -
	Total Labor Summary	**2.5**	**4,230**		$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002AA	Technical Manager	0	0	$ -
3031AA	Senior Telecommunications Specialist	188		$
3032AA	Telecommunications Specialist	0	0	$ -
3032AE	Telecommunications Specialist (2nd Shift)	0	0	$ -
3032AF	Telecommunications Specialist (3rd Shift)	0	0	$ -
3004AA	Systems/Network Administrator	188		$
3005AA	DataBase Administrator	47		$
3028AA	Secretary	0	0	$
	Total Labor Summary for Overtime	**423**		$

	Travel Summary	Cost	G&A	Total
4002	CONUS		-	$ -
4002	California		-	$ -
4002	Local Travel		-	$ -

	Other Direct Costs	Cost	G&A	Total
4000	Pagers		-	$ -
4000	Federal Express expenses		-	$ -
4000	Training Class			
4000	Parking expenses			
4000	Expert Consulting Services		-	$ -
	Total Other Direct Costs			

	Material Summary	Cost	G&A	Total
4001			-	$ -
	Total Material Summary	-	-	$ -
	Total Sub-Task Summary	**3** **4,653**	**2,400**	**120** **217,020**

	Total Other Direct Costs					

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS98-008

Task Order 8 -- Network Control Center Management
Task 3 Other Support Requirements

CLIN	Labor Category	FTE's	Hours	Rate	Total
3002	Technical Manager				$ -
3031	Senior Telecommunications Specialist				$
3032	Telecommunications Specialist	3	5,640		$
3032AC	Telecommunications Specialist (2nd Shift)	3	5,640		$
3032AD	Telecommunications Specialist (3rd Shift)	3	5,640		$
3004	Systems/Network Administrator	0	-	0	$
3005	DataBase Administrator				$ -
3028	Secretary				$ -
					$ -
					$ -
					$ -
					$ -
	Total Labor Summary	**9**	**16,920**		$

	Labor Categories for Overtime	OT Hours	OT Rate	Total
3002AA	Technical Manager	0	0	$ -
3031AA	Senior Telecommunications Specialist	0	0	$ -
3032AA	Telecommunications Specialist	564		$
3032AE	Telecommunications Specialist (2nd Shift)	564		$
3032AF	Telecommunications Specialist (3rd Shift)	564		$
3004AA	Systems/Network Administrator	0	0	$
3005AA	DataBase Administrator	0	0	$ -
3028AA	Secretary	0	0	$ -
				$ -
	Total Labor Summary for Overtime	**1692**		$

	Travel Summary	Cost	G&A	Total
4002	CONUS			
4002	California			
4002	Local Travel			
				$ -

	Other Direct Costs	Cost	G&A	Total
4000	Pagers			-
4000	Federal Express expenses			$ -
4000	Training Class			
4000	Parking expenses			
				$ -
	Total Other Direct Costs			

	Material Summary	Cost	G&A	Total
4001				-
				$ -
	Total Material Summary	-	-	$ -
	Total Sub-Task Summary	**9** **18,612**	**78,700**	**3,935** **969,243**

Travel Summary for the Task Order 8 - Network Control Center Management

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Program Mgmt	Wash. DC	Various	Nov-97	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Dec-97	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Feb-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Mar-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Apr-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	May-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Jun-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Jul-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Aug-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	Various	Sep-98	1	1	3	119	42	75	1,400		2,108
Program Mgmt	Wash. DC	California	Dec-97	5	1	5	97	42	75	1,904		14,870
Program Mgmt	Wash. DC	California	Jun-98	5	1	5	97	42	75	1,904		14,870
Program Mgmt	Wash. DC	McLean, VA	Dec-97	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Jan-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Feb-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Mar-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Apr-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	May-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Jun-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Jul-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Aug-98	1	5	1					40	200
Program Mgmt	Wash. DC	McLean, VA	Sep-98	1	5	1					40	200
Total Travel Summary												$ 52,820

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1.	AACT ID CODE	PAGE	OF
		1	

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000006	09/30/98	SID-8-00392	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0485
	10B. DATED (SEE ITEM 13) 06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

this modification cancles modification 000005 to this order which was issued in error.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR / (Signature of person authorized to sign) — 15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY [signature] (Signature of Contracting Officer) — 16C. DATE SIGNED 10/5/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV.
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed,

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	P.
	1		

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000005	09/30/98	SID-8-00672	

6. ISSUED BY CODE HQPRO

Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

ATTN: (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO.
X	COW-7-C-0013 COW-8-P-0485
	10B. DATED (SEE ITEM 13) 06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not exter
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the off submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and d specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1581217/81SD.321B.845.00 Increase $340000

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $1,886,480.00 To $2,226,480.00
For A Net Increase of $340,000.00
This Modification Has Changed The Obligated Amount
From $1,886,480.00 To $2,226,480.00
For A Net Increase of $340,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY: (Signature of Contracting Officer)	16C. DATE SIGNE 9/30/9

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 1
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONTD.	PAGE	OF
	COW-7-C-0013 COW-8-P-0485 000005	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$340000.00	$340000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000004	09/30/98	SID-8-00672	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
TIN: 411571110	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0485
Attn: [redacted] (b)(6)		10B. DATED (SEE ITEM 13) 06/02/98
CODE [redacted] FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1581217/81SD.321B.845.00 Increase $340000.

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From $1,886,480.00 To $2,226,480.00
For A Net Increase of $340,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR / (Signature of person authorized to sign) — 15C. DATE SIGNED	16B. UNITED STATES OF AMERICA / BY (Signature of Contracting Officer) — 16C. DATE SIGNED 9/30/

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0485 000004	PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$340000.00	$340000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	See Block 16C	SID-8-00392	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

[X]	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0485
	10B. DATED (SEE ITEM 13) 06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.(

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

[X]	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	Agreement of the parties
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification extends the period of performance of this order from September 30, 1998 through October 31, 1998. Option period one rates are to be utilized during this extension period.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
(b)(6) Sr. Contracts Administrator	9/30/98	Robert N. Beaty	9/30/98
		16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	

PREVIOUS EDITION UNUSABLE 30-105 STANDARD FORM 30 (REV. 10-8)
Prescribed by GSA, FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. RACT ID CODE	PAGE 1 OF PA

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	09/21/98	SID-8-00392	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0485

10B. DATED (SEE ITEM 13)
06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extend
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offe submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and da specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification corrects the total obligated amount of this order.

The total obligated amount is $1,886,480.00 vice $1,245,998.00 as indicated on modification 000001.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) / 15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer) / 16C. DATE SIGNED 9/21/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10
Prescribed by GSA, FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATI ...ODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	09/21/98	SID-8-00392	

TRACT ID CODE | PAGE 1 OF P/

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

[X]	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0485
	10B. DATED (SEE ITEM 13) 06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not exten
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offe submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and d specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification corrects the total obligated amount of this order.

The total obligated amount is $1,886,480.00 vice $1,245,998.00 as indicated on modification 000001.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	9/24/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 1(
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PA
	1		

2. AMEMDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	09/07/98	SID-8-00602	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013
X	COW-8-P-0485
	10B. DATED (SEE ITEM 13) 06/02/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extenc
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offe submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and da specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Decrease
Net Change $754,0(

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification deobligates $754,002.00 from this order. The obligated amount is decreased from $2,000,000.00 to $1,245,998.00 for a decrease of $754,002.00

$1,886,480.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	9/

NSN 7540-01-152-8070 30-105 STANDARD FORM 30

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0485 000001	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	-$754002.00	-$754002.00

1. DATE OF ORDER	2. CONTRACT NO. (If any)
06/02/98	CON-7-C-0013
3. ORDER NO.	**4. REQUISITION/REFERENCE NO.**
CON-8-P-0485	SID-8-00392

5. ISSUING OFFICE (Address correspondence to)
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. TO: Attn:

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D | d. STATE: DC | e. ZIP CODE: 20536
f. SHIP VIA:

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR: _____
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN | d. STATE: VA | f. ZIP CODE: 22102-4299

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/81SD.321S.088.00

10. REQUISITIONING OFFICE: IMMIGRATION & NATURALIZATION SVC

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
Destination		09/30/98	Net 30 Days

13. PLACE OF: a. INSPECTION: Destination | b. ACCEPTANCE: Destination

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110					
	This order is for Task number 3, End User Computing, of contract CON-7-C-0013					
	This task is described and the pricing for it is contained in Attachment 1 hereto.					
	The total price for this order is $2,640,482.00					
	The amount obligated by this requisition SID-8-00392 is $2,000,000.00					
	(continued)					

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. CITY: WASHINGTON | d. STATE: DC | e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(h) TOT. (Cont. pages): $2640482.00
17. (I). GRAND TOTAL: $2640482.00

22. UNITED STATES OF AMERICA
BY (Signature): Robert N. Beaty
23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 6/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

628

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the bill must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

CONTINUATION SHEET	REF. NO. OF DOC.	CONT'D.	PAGE	OF
	COW-7-C-0013 CDW-8-P-0485		3	3

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1	D302 ADP SUPPORT SERVICES	1	LO	$2640482.00	$2640482.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

(b)(4)

Contract No.: COW-7-C-0013
Task Order No.: FOS96-003

INS FOS
TASK ORDER 3
PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate		Total
3002 AA	Technical Manager	1	1,253		$	
3029 AA	Certified Network Engineer	9	9,010		$	
3012 AA	Network Specialist	1	862		$	
3017 AA	Software Applications Specialist	1	862		$	
3003 AA	Telecommunications Specialist	1	1,018		$	
3015 AA	Mid-Level Computer Specialist	7	6,190		$	
3014 AA	Senior Computer Specialist	4	3,996		$	
3007 AA	Senior Systems Analyst	6	7,206		$	
3008 AA	Systems Analyst	9	9,008		$	
3004 AA	Systems/Network Administrator	8	8,460		$	
3028 AA	Secretary	2	2,741		$	
3022 AA	Jr. Computer Specialist	3	2,586		$	
3005 AA	DataBase Administrator	1	1,253		$	
3026 AA	Technical Writer	1	862		$	
3006 AA	ADP Hardware Engineer	1	862		$	
3019 AA	Logistics Specialist	1	862		$	
	Total Labor Summary	**56**	**57,030**	-	$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3002 AB	Technical Manager	100		$	
3029 AB	Certified Network Engineer	721		$	
3012 AB	Network Specialist	69		$	
3017 AB	Software Applications Specialist	69		$	
3003 AB	Telecommunications Specialist	81		$	
3015 AB	Mid-Level Computer Specialist	495		$	
3014 AB	Senior Computer Specialist	320		$	
3007 AB	Senior Systems Analyst	576		$	
3008 AB	Systems Analyst	721		$	
3004 AB	Systems/Network Administrator	677		$	
3028 AB	Secretary	219		$	
3022 AB	Jr. Computer Specialist	207		$	
3005 AB	DataBase Administrator	100		$	
3026 AB	Technical Writer	69		$	
3006 AB	ADP Hardware Engineer	69		$	
3019 AB	Logistics Specialist	69		$	
	Total OT Labor Summary	**4,562**	-	$	

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

INS FOS
(b)(4)
TASK ORDER 3
PRICE SUMMARY

	Travel	Cost	G&A	Total
4002	CONUS			
4002	Local Travel			
	Total Travel Summary			

	Other Direct Costs	Cost	G&A	Total
4000	Pagers			
4000	Federal Express expenses			
4000	Parking expenses			
	Total Other Direct Costs Summary			

	Material	Cost	G&A	Total
4001	Laptops (Quantity of 5)			
	Total Material Summary			

Total Task Order 3 Summary	**56**	**61,592**	**80,793**	**4,790**	**2,840,482**

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

TASK ORDER 3 POP BREAKDOWN

Period of Performance	9.5 mos			8 mos			6.5 mos							
Labor Categories	FTE's	Start Dec 15th	Total Hours	FTE's	Start FEB 1st	Total Hours	FTE's	Start Mar 15th	Total Hours	FTE's	Start Apr 15th	Total Hours	Total FTE's	Total Task Hours
Technical Manager	0	0	-	1	1,253	1,253	-	0	-	-	0	-	1	1,253
Certified Network Engineer	2	1,488	2,976	-	0	-	-	0	-	7	862	6,034	9	9,010
Network Specialist	0	0	-	-	0	-	-	0	-	1	862	862	1	862
Software Applications Specialist		0	-	-	0	-	-	0	-	1	862	862	1	862
Telecommunications Specialist	0	0	-	-	0	-	1	1,018	1,018	-	0	-	1	1,018
Mid-Level Computer Specialist		0	-	-	0	-	1	1,018	1,018	6	862	5,172	7	6,190
Senior Computer Specialist		0	-	1	1,253	1,253	1	1,018	1,018	2	862	1,724	4	3,995
Senior Systems Analyst	3	1,488	4,464		0	-	1	1,018	1,018	2	862	1,724	6	7,206
Systems Analyst	1	1,488	1,488	-	0	-	4	1,018	4,072	4	862	3,448	9	9,008
Systems/Network Administrator	2	1,488	2,976	-	0	-	2	1,018	2,036	4	862	3,448	8	8,460
Secretary	1	1,488	1,488	1	1,253	1,253	-	0	-	-	0	-	2	2,741
Jr. Computer Specialist				-	0	-	-	0	-	3	862	2,586	3	2,586
Data Base Administrator				1	1,253	1,253	-	0	-	-	0	-	1	1,253
Technical Writer					0	-	-	0	-	1	862	862	1	862
ADP Hardware Engineer				-	0	-	-	0	-	1	862	862	1	862
Logistics Specialist				-	0	-	-	0	-	1	862	862	1	862
	9		13,392	4		5,012	10		10,160	33		28,446	56	57,030

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

Travel Summary for Task Order 3 - End User Computing

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage @ $.31/m	Total Cost
Program Mgmt(CONUS)	Wash DC	Various	12/01/97 thru 9/30/98	1	20	3	119	42	75	1,400		42,160
Program Mgmt	Wash DC	** Various	Dec-97	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Jan-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Feb-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Mar-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Apr-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	May-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Jun-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Jul-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Aug-98	1	10	1					40	124
Program Mgmt	Wash DC	** Various	Sep-98	1	10	1					40	124
Total Travel Summary												$ 43,400

** Local travel include trips to Forensics Lab, Warehouse, McLean, etc

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 3 – END USER COMPUTING(EUC)

Contract Number/Task Order Number: COW-7-C-0013/FOS98-003

Date of Order: 3/09/98

PART I. TASK ORDER

3. Requirements

End User Computing (EUC) (Contract Section C.3) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order.

The majority of the incumbent staff will not transition to WGSI from the current contractor, thus WGSI will not be at full staff, expressed in this task order, at the start of this function. WGSI will provide approximately 20 staff at the start of this task. This staff will consist of the current WGSI employees in the EUC operations and those remaining Telos and EDS employees providing transition support. WGSI will then evaluate the open positions and staff according to the needs expressed by INS and approved under this task order.

To provide for a smooth transition of the EUC support function, the incumbent contractor (EDS) has agreed to retain their current staff in position for a period of 90 days starting November 29, 1997. At that time the incumbent contract personnel will be phased out with a two week overlap as WGSI personnel receive waivers to work. WGSI expects that upon approval of this task order the management responsibility for the task will shift from the incumbent contractor to WGSI.

- WGSI will respond to all Remedy tickets escalated from the Help Desk and will be responsible for all assigned tickets from receipt through closure. This includes resolution and documentation. This is in support of Headquarters hardware and software, installing Internet/Intranet software and providing on-site support to the designated Washington, D.C. area offices housing HQ personnel. WGSI will develop a schedule for remote travel to these sites to provide the necessary level of support. Attachment 2 defines the software to be supported.

- WGSI will provide network analysis and engineering support including analyzing new hardware and software products; supplying product documentation; customizing COTS products; coordinating/tracking INS licensed software; and conducting special studies, reviews, and software assessments and data conversions.

- WGSI will provide Field Assistance Team (FAT) support which encompasses as-needed on-site support to all INS offices to handle emergency and crisis situations, network administration, problem resolution and user support; conducting site surveys and to assist in site preparation for hardware and software installations; equipment installation/de-installation; integration services; inventory tracking and updating; and preparing equipment for excess.

- WGSI will manage any user request which involves multiple desktops, users and WGSI resources as a project. Project management will include maintaining schedules, site surveys, user planning, post-change evaluation, inventory update information and change management review. A project can be classified as anything that affects more than five desktops.

- WGSI will provide Agency-wide electronic mail administration and support (AWES) including analysis, development, implementation, national administration and support; bulletin board administration and management; mobile installation and support; HQ post office administration, support and maintenance; DOJ connectivity; and travel AWES assistance team.

- WGSI will provide post-installation support including on-site support to INS offices after infrastructure deployment and for rapid hardware/software deployment efforts.

- WGSI will provide consolidated network administration and support which includes policy, procedures, documentation; the administration, maintenance, backups and support of file servers throughout INS. See Attachment 1.

- WGSI will work with the Headquarters SID Operations Center Manager to provide server space requirements and facilities planning information for all LAN equipment that requires 24x7 monitoring and a controlled environment.

- WGSI will coordinate and assist the HQ Cable Plant with all cabling requirements.

- WGSI will provide maintenance for the REMEDY application, the automated trouble ticketing/tracking system, in support of the Help Desk and NCC staffs.

- WGSI will coordinate all elements of End User computing including those activities associated with Engineering and Solutions Analysis activities.

- All work performed by the WGSI EUC staff will be tracked.

PROPOSED STAFFING: 1 Technical Manager, 8 Certified Network Engineers, 1 Network Specialist, 1 Technical Writer, 1 Software Applications Specialists, 3 Jr. Computer Specialists, 7 Mid-level Computer Specialists, 4 Senior Computer Specialists, 6 Senior Systems Analysts, 9 Systems Analysts, 5 Systems/Network Administrators, 1 Database Administrator, 1 ADP Hardware Engineer, 1 Logistics Specialist and 1 Secretary. Total positions 50 positions. See Attachment 3.

The above does not include the Off Site dedicated resources. These resources include 1 Certified Network Engineer, 1 Secretary, 1 Telecommunications Specialist and 3 Systems Network Administrator. Total 6 positions.

Total Staffing Proposed is 56 positions. See Attachment 3.

STAFFING JUSTIFICATION: WGSI proposes:

1 **Technical Manager** to maintain overall responsibility and management of this task, 1 Senior Systems Analyst to provide **Technical Management Support** for reporting, Problem and ChangeManagement analysis and 1 Technical Writer to provide documentation and writing support and other various technical business related functions. 1 Secretary will provide support for this function. The Technical Manager will also be responsible for project management and tracking.

4 Certified Network Engineers, 2 Systems Analysts and 1 Systems Network Administrator in support and management of HQ/DC area **LAN/Server Administration** functions.

1 Certified Network Engineer, 1 Junior Computer Specialist, 2 Senior Systems Analysts to supervise, 3 Systems Analysts, 1 Senior Computer Specialists and 2 Mid Level Computer Specialists to perform support for the **AWES Electronic Mail Administration.**

1 Logistics Specialist to support the **INS HQ SID Operations** Center Manager with engineering and facilities planning, maintenance and interface with INS building facilities personnel.

2 Senior Systems Analysts, 4 Systems Analysts, 3 Senior Computer Specialists, 5 Mid Level Computer Specialists and 2 Jr. Computer Specialist who respond to the majority of Remedy Tickets, provide **Desktop Support** and problem resolution for hardware, software and LAN connectivity.

1 Certified Network Engineer, 1 Network Specialist, 1 Database Administrator, 1 ADP Hardware Engineer and 1 Software Applications Specialist are proposed to staff the **Engineering Solutions and Analysis** team which includes INS Developed Applications. In addition 2 Certified Network Engineer, 4 Systems Network Administrators and 1 Senior Systems Analyst will make up the Field Assistance Team (FAT) which has the primary responsibility of augmenting the field offices staff on an as needed basis. When not providing field support this team will provide local support. The Field Assistance Team may be augmented from other sources as necessary.

1St Street - As Needed.
Telephone Support Center - Chantilly Va. - 1 visit per week and As Needed
General Appellate Office - 1 visit per week and As Needed

The following are staff dedicated full time in support the below listed areas. (We may want to explore separate task orders)

Forensics Document Laboratory - 1 full time dedicated Systems Network Administrator
Intelligence - 1 CNE

Border Patrol - 1 Secretary
ULLICO - 1 full time Telecommunications Specialist and 2 Systems Network Administrators

4. Work Schedule, Period of Performance, Required Completion Date

The period of performance for this task order is from December 15, 1997 through September 30, 1998.

On-site hours of support are 6:00 am to 8:00 pm Monday through Friday, except government holidays. On-Call service will be provided 24x7, 365 days.

5. Place of Delivery or Performance

WGSI agrees to the places of performance stated below.

- CAB Building
- 1325 G St.
- Ullico
- Tech World
- 1st St - CNN Building
- Forensics Document Laboratory - Tysons
- Telephone Support Center - Chantilly
- General Appellate Office
- Contracts and Procurement Branch
- Other Field Sites (FAT)

Additional sites may be identified by INS. Any staffing and/or associates costs incurred will be negotiated as required.

6. Deliverables

WGSI will provide the INS Weekly Status Report and Quarterly Reports as stated below.

a. Weekly submissions.

- Weekly Status Reports on each EUC area of responsibility via a contractor developed database (based on INS requirements) on an INS server capable of queries and providing statistical and narrative output.

- Weekly Field Report that identifies new issues, follow-up steps, accomplishments, event information, change information, and inventory related subjects.

- Statistics regarding the number of Remedy tickets and EUC calls opened and closed within the reporting period, trouble tickets still open at the end of the period, tickets open for longer than one week with current status.

- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Problems hampering contractor performance of EUC operations with recommendations of any Government action required to resolve the problem.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies in the established workforce level.
- Analyses and recommendations, as required, to support infrastructure decisions.
- Updates to network administration guidelines and procedures as required.

b. The contractor shall submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the month.

c. Quarterly Summary of hardware and software products reviewed, as well as proposed products to be reviewed in the following quarter.

d. Ad Hoc reports on request.

7. Security Requirements

WGSI will meet the INS security requirements. Resumes for all potential WGSI INS employees will be submitted to the COTR.

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the cost section of the WGSI response to this task order.

WGSI will obtain prior approval for any expenditures in excess of $2500.00 in the aggregate.

Part II. Service Level Agreement

1. Contract Number/Task Order Number: COW-7-C-0013/FOS98-003

2. Introduction and Summary of Work covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of end user computing support and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

WGSI proposes that the new SLA go into effect the first day of the second month following acceptance of the task order revision and the completion of the transition from the incumbent contractor, or at a mutually agreeable date.

3. Organizations Involved

(1) Service Provider: WGSI

(a) [redacted] Project Manager, INS ESC (b)(6)
(b) Immigration and Naturalization Service
Chester Arthur Building
4251 I Street, NW, Room 5120
Washington, DC 20536
(c) Telephone: (202) 305-2377
Fax: (202) 514-0576

(2) End User Organization:

(a) POC Names: Usha Keene
(b) Location: ULLICO
(c) Telephone Numbers: (202) 514-7990

4. Responsibilities of Service Provider (Contractor)

4.1 The service provider agrees it will:

4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

1. Performance measurements will begin 90 days after Task Order award. During this 90 day period, WGSI will do the following: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations

5. Responsibilities of the End-User Organization

5.1 The End User Computing(EUC) organization agrees it will:

1. Provide access to the REMEDY system.
2. Maintain a software maintenance agreement for the REMEDY system.
3. Provide space for EUC personnel at INS Headquarters.
4. Update Attachments 1 and 2 to accurately reflect the actual number of servers and applications to be supported by WGSI.

6. Signatures of the Government and the Contractor's Authorized Representative

a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.

b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

5.28.98

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Computer Branch

[redacted]

Service Provider Representative Signature

(b)(6)

[redacted]

Service Provider Representative Signature

Attachments:

Attachment 1 – Current Servers Maintained by EUC

Attachment 2 – Current Applications Supported be EUC

Attachment 3 - Proposed Minimum Staffing Table

Attachment 1 – Current Servers Maintained by EUC

1. COMGB
2. FDLIRMGFS01
3. HQCAP
4. HQINV-A
5. HQOM_FS1
6. HQOM_FS2
7. HQW_HRA_FS01
8. HQWCCMGFS02
9. HQWCCMLAB01
10. HQWCOUGFS01
11. HQWEEOGFS01
12. HQWEUCGFS01
13. HQWEUCLAB01
14. HQWEXMGFS01
15. HQWEUCNWC01
16. HQWHRDGFS01
17. HQWINVGFS01
18. HQWIRMAPS01
19. HQWIRMBCK01
20. HQWIRMCCM01
21. HQWIRMCCM02
22. HQWIRMCCM03
23. HQWIRMGFS01
24. HQWIRMGFS02
25. HQWIRMGPS03
26. HQWIRMGPS04
27. HQWIRMGFS05
28. HQWIRMGFS06
29. HQWMAILFS1
30. HQWMAXGFS0
31. HQWOIAGFS01
32. HQWSAVGFS01
33. HQWSECGFS01
34. HQWSIDGDB01
35. HQWSIDGFS01
36. HQWSIDSFS01
37. HQWSIDSFS02
38. HQWSIDSFS03
39. HQWSTFGFS01
40. HQWTCMGFS01
41. HQW01AGFS01

42. ULLFFMGFS01
43. WAOIRMGFS01
44. WNIDOJGFS01
45. WUPIRMGFS01
46. Finance Server (to be identified)

*As the number of servers increases, it may become necessary to reevaluate staffing levels.

Attachment 2 – Current Applications Supported by EUC - COTS

1. Lotus Smart Suite
2. cc:Mail 6/8
3. Erols 2.01
4. MsProject
5. PCANYWHERE
6. MS Office 95/97
7. TCP/IP
8. WIN 95
9. Windows 3.1
10. ACCESS 4.2
11. cc:Mobile
12. McAfee
13. Netscape Browser
14. PCPlus
15. WP5.1
16. WP6.0
17. WP6.1
18. DOS6.2
19. MGMTrak
20. NWClient
21. Procomm
22. Westlaw
23. Castelle
24. EOIR
25. Internet Explorer
26. MSOffice
27. REMEDY
28. SIMPC
29. WIN2NCS
30. MSExchange

*As the number of servers increases, it may become necessary to reevaluate staffing levels.

Attachment 3 - Proposed Minimum Staffing Table
(Based on User Requirements, Servers and Applications currently supported)

Group Name (resources)	LOE Estimated No.	Group Work Definition
EUC Management Staff	Technical Manager (1)	Manager of all EUC activities
Technical Management Support	SSA - Technical Writer/Analyst with SLA and business management background. (1)	Direct report to the TM. Responsible for development and documentation of processes and procedures, SLA's etc. Fills in for TM when necessary. Responsible for Problem Management Analysis for EUC services.
	Technical Writer (1)	Supports the EUC management by creating formal documents and contractually required deliverables.
	Secretary (1)	Supports all administrative functions of the PMO.
INS HQ SID Operations	Logistics Specialist - (1)	Provides support to the HQ Operations Center Manager in planning facilities and logistic requirements, site surveys and equipment installation for the controlled facilities which house INS servers, telecommunications and mainframe equipment. Will plan and coordinate with the Project Management team, INS Facilities Staff(Electrical, Engineers, Cabling).
LAN/Server Administration	CNE (4)	Sr. Level certified engineers who manage, administrate, install. move and support all of the LAN equipment. Works and interfaces with Engineering Solutions. Responsible for monitoring forecasting network capacity.
	SA (2)	Senior Level to perform support, upgrades, troubleshooting, agency wide of systems and servers. Maybe required to travel to clients sites. Work closely with Computer Specialists and respond to Remedy Tickets.
	SNA (1)	Responsible for support and trouble shooting, backups. Responds to Remedy tickets. Responsible for LAN to WAN connections.

AWES - Electronic Mail Administration and Agency Wide Support	SSA (2)	Team Supervisor - Senior Level support who provides direction to the team and interfaces with Project Management and Engineering Solutions.
	SA (3)	Senior Level to perform support, upgrades, troubleshooting, agency wide of systems and servers. Maybe required to travel to clients sites. Work closely with Computer Specialists and respond to Remedy Tickets.
	Senior Computer Specialist (1) Certified Network Engineer (1)	Provide senior level user support and trouble shooting form mail systems. Respond to Remedy tickets.
	Mid-Level Computer Specialist (2) Jr.Computer Specialist (1)	Provide mid- level user support and trouble shooting for mail systems. Respond to Remedy tickets
Desktop Support	SSA(2) SA (4)	SR Level staff person who supports the COTS Desktop Applications referenced in the FOS/HM Task. Must provide technical guidance to Computer Specialist and respond to Remedy tickets.
	Senior Computer Specialist (3)	Sr. Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets.
	Mid Level Computer Specialist (5)	Mid Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets.
	Jr. Computer Specialist (2)	Jr. Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets. My assist with preparing Hardware for roll-out or excess to Inventory.
• Off-site Support		These positions are currently EUC positions but resources are dedicated full time to the following locations
	Certified Network Engineer (1)	Intelligence - Dedicated
	Sec(1)	Border Patrol – Dedicated

	SNA (1)	Forensics Document Laboratory - Dedicated
	TS(1) SNA(2)	ULLICO - Dedicated
Engineering Solutions and Analysis	CNE (1)	Sr. Level certified engineer with knowledge of current INS systems who's primary responsibility is to develop working solutions using emerging technologies. Responsible for testing both COTs and INS developed applications prior to roll-out. Provides recommendation documents to INS prevent or correct chronic system problems.
	Net. Spec (1)	Responsible for researching and troubleshooting Network engineering solutions and providing recommendations documents
	Soft Apps Spec (1)	Responsible for researching, troubleshooting and testing applications and providing recommendations documents.
	ADP Hardware Engineer (1)	Responsible for researching, troubleshooting and testing applications and providing recommendations documents.
	Database Administrator (1)	DBA to support applications development and central data repositories.
• FAT Team	CNE (2) SNA (4) SSA (1)	The FAT team primary responsibility is to provide temporary support to the field in an as needed basis. When not in the field, they supplement the EUC staff in Desktop and LAN Support.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000011	09/28/98	DSD-8-00402	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
This modification increases the obligated amount from $9,317,981.00 to $9,517,981.00 for an increase of $200,000.00.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 4/25/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0219 000011	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
13	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$200000.00	$200000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. RACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000010	09/27/98	SID-8-00417.	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE BELOW
Net Change $200,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
This modification increases the obligated amount of this award from $9,117,981.00 to $9,317,981.00 for an increase of $200,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR / (Signature of person authorized to sign) — 15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer) — 16C. DATE SIGNED

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BE	UNTD.	PAGE	OF
	COW-7-C-0013 COW-8-P-0219 000010		2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
10	NOTE: this funding was transferred Task Order COW-8-P-0387. Accounting: 15X8598/81SD.321S.99S.00	1	LO	$114000.00	$114000.00
11	NOTE: This funding was transferred from Task Order COW-8-P-0387. Accounting: 15X8598/81SD.321S.17S.00	1	LO	$72000.00	$72000.00
12	NOTE: This funding was transferrred Task Order COW-8-P-0387. Accounting: 1581217/81SD.321B.847.00	1	LO	$14000.00	$14000.00
	---------- The following information applies to all line items ---------- FOB: Destination				

9/24/98

Bob,

1. Deobligate $200,000 from Requisition SID-8-00424 – Network Control Center Support, Task Order # 8, of WANG Contract (COW-7-C-0013). Apply the $200,000 to Task Order 7, Maintenance, of WANG Contract (COW-7-C-0013) for continued support for Cisco Smartnet router maintenance.

G104 NO: 1581217/81SD.321B.847.00	$14,000
G104 NO: 15X8598/81SD.321S.17S.00	$72,000
G104 NO: 15X8598/81SD.321S.99S.00	$114,000 → 135

2. Deobligate $740,000 from Requisition SID-8-00595 – Field Operations Support Task Order #5 on WANG Contract (COW-7-C-0013). Apply the $740K to Program Management Task Order # 1 on the WANG Contract (COW-7-C-0013) to cover expenses for program management office.

G104 NO: 1581217/81SD.111C.14C.00	$11,292
G104 NO: 15x8598/81SD.321S.14S.00	$175,370
G104 NO: 15x8598/81SD.321S.91S.00	$553,338

Thanks,

Mike Mickaliger
76058

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000009	See Block 16C	SID-8-00275	

5. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

6. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 41157/1110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
X COW-7-C-0013
COW-8-P-0219

10B. DATED (SEE ITEM 13)
03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X Argeement of the parties

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification extends the period of performance of this order from September 30, 1998 through October 31, 1998. Option period one rates shall be effective during this extension period.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(6) Sr. Contracts Administrator	9/30/98	Robert N. Beaty 16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	9/30/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000008	09/15/98	SID-8-00609	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
COW-8-P-0219

10B. DATED (SEE ITEM 13)
03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE BELOW

Increase $1100000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from $8,017,981.00 to $9,117,981.00 for an increase of $1,100,000.00

ACCOUNTING AND APPROPRIATION DATA

1581217/81SD.111B.844.00	$ 5,000.00
1581217/81SD.111C.09C.00	$ 30,532.00
1581217/81SD.121B.844.00	$ 120,000.00
1581217/81SD.131B.844.00	$ 20,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	3/07/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BE	CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0219 000008		2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	1581217/81SD.151B.844.00 $ 25,000.00 1581217/81SD.321B.844.00 $ 232,000.00 15X8598/81SD.321S.098.00 $ 647,468.00 1581217/81SD.381B.844.00 $ 10,000.00 1581217/81SD.531B.844.00 $ 10,000.00 $1,100,000.00				
9	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	$1100000.00	$1100000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000007	09/07/98	SID-8-00587	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SERVICES, INC TIN: 411571110 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
Attn: [redacted] (b)(6)		10B. DATED (SEE ITEM 13) 03/10/98
CODE / FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
15X8598/8/DS.3215.165 Net Change+ $250,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from $7,767,981.00 to $8,017,981.00 for an increase of $250,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 9/7/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE
30-105
STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO.	EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000006	08/24/98	ISD-8-00031	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change +$63253.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

this modification changes the obligated amount from $7,704,728.00 to $7,767,981.00 for a total increase of $63,253.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 8/21/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D	PAGE	OF
	COW-7-C-[illegible]3 COW-8-P-0219 000006	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
7	J036 MAINT, REPAIR, REBUILDING OF EQUIP. SPECIAL INDUSTRY FOB: Destination	1	LO	$63253.00	$63253.00

AMENDMENT OF SOLICITATION, /DIFICATION OF CONTRACT	PACT ID CODE	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000005	07/21/98	SID-8-00490	

6. ISSUED BY	CODE	HQPRO	7. ADMINISTERED BY (If other than Item 6)	CODE	HQPRO
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536			Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		9B. DATED (SEE ITEM 11)
TIN: 411571110	X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0219
Attn: [redacted] (b)(6)		10B. DATED (SEE ITEM 13) 03/10/98
CODE	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification inreases the obligated amount of this order from $4,204,728.00 to $7,704,728.00 for an increase of $3,500,00.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY [signature] (Signature of Contracting Officer)	16C. DATE SIGNED 7/4/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC. BEING CONT'D	PAGE	OF
	COW-7-C-0013 COW-8-P-0219 000005	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
6	Accounting and Appropriation Data 1581217/81SD.111B.844.00 $ 56,287.00 1581217/81SD.111U.09U.00 $ 252,888.00 1581217/81SD.121B.844.00 $ 414,354.00 1581217/81SD.131B.844.00 $ 130,113.00 1581217/81SD.151B.844.00 $ 196,689.00 15X8598/81SD.151K.09K.00 $ 377,780.00 1581217/81SD.171B.844.00 $ 16,684.00 1581217/81SD.221B.844.00 $ 16,375.00 1581217/81SD.311B.844.00 $ 9,630.00 1581217/81SD.321B.844.00 $ 19,675.00 15X8598.81SD.321K.09K.00 $ 967.00 15X8598.81SD.321S.09S.00 $1,809,024.00 15X1219/81SD.361W.09W.00 $ 5,243.00 1581217/81SD.381B.844.00 $ 46,162.00 15X8598/81SD.381K.09K.00 $ 13,878.00 1581217/81SD.531B.844.00 $ 134,551.00 FOB: Destination	1	LO	$3500000.00	$3500000.00

AMENDMENT OF SOLICITATIO ..ODIFICATION OF CONTRACT

RACT ID CODE	PAGE	OF
	1	

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000004	07/06/98	SID-8-00416	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	HQPRO	Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: [redacted] (b)(6)

CODE | FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0219

10B. DATED (SEE ITEM 13)
03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $500,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [X] is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from $3,704,728.00 to $4,204,728.00 for an increase of $500,000.00

Accounting/Appropriation Data

1581217/81SD.111U.09U0.00	$ 9,932.00
1581217/81SD.131B.844.00	$ 113,379.00
1581217/81SD.151B.844.00	$ 196,689.00
1581217/81SD.321X.09X.00	$ 180,000.00

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	7/6/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT

JTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000003	07/02/98	ISD-8-00027	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
HQPRO		HQPRO	
Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE | FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO.
X	COW-7-C-0013 COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1581217/81SB.331X.X39.42 Net Change $96,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

FOURTH QUARTER FUNDING FOR MICROLOG EQUIPMENT

This modification increases the obligated amount of this order from $3,608,728.00 to $3,704,728.00 for an increase of $96,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 7/6/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

AMENDMENT OF SOLICITATION ... DIFICATION OF CONTRACT

/TRACT ID CODE | PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000002	See Block 16C	SID-8-00307	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

Attn: (b)(6)

CODE FACILITY CODE

(X) | 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
COW-7-C-0013
X COW-8-P-0219

10B. DATED (SEE ITEM 13)
03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change $484,728.00 ~~$0.00~~

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) X
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A. Agreement of the parties

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

this modification adds maintenance of Cisco Routers in accordance with the attached Statement of Work and Wang Government Services, Inc. proposal, dated March 12, 1998.

This modification also increases the obligated amount of this order from $3,124,000.00 to $3,608,728.00 for an increase of $484,728.00.

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 3/13/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET	REF. NO. OF DOC	NG CONT'D.	PAGE	OF
	COW-7-C-0013 COW-8-P-0219 000002		2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3	Cisco Routers FOB: Destination	1	LO	$484728.00	$484728.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE	PAGE	OF	PAGES
	1		2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
000001	03/01/98	ISD-8-00017	

6. ISSUED BY CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

7. ADMINISTERED BY (If other than Item 6) CODE HQPRO
Immigration & Naturalization Svc
Headquarters Procurement Div.
425 I Street, N.W., ROOM 2208
Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110
WANG GOVERNMENT SERVICES, INC
7900 WESTPARK DRIVE
SUITE 1105
MCLEAN, VA 22102-4299

CODE FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013
X	COW-8-P-0219
	10B. DATED (SEE ITEM 13) 03/10/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The Hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1581217/81SB.331X.X39.00 Net Change $124,000.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Funding from Office of Policy and Planning for hardware maintenance for the period March 1 - June 30, 1998.

This modification increases the obligated amount of this Task Order by $124,000.00 from $3,000,000.00 to $3,124,000.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
		Robert N. Beaty
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)
		16C. DATE SIGNED 3/24/98

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA, FAR (48 CFR) 53.243

CONTINUATION SHEET	REF. NO. OF DOC.	PAGE	OF
	COW-7-C-0013 COW-8-P-0219 000001	2	2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	J036 MAINT. REPAIR, REBUILDING OF EQUIP. SPECIAL INDUSTRY FOB: Destination	1	LO	$124000.00	$124000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 03/10/98
2. CONTRACT NO. (if any): COW-7-C-0013
3. ORDER NO.: COW-8-P-0219
4. REQUISITION/REFERENCE NO.: SID-8-00275
5. ISSUING OFFICE (Address correspondence to):
Immigration & Naturalization Svc
Headquarters Procurement
425 I Street, N.W., Room 2208
Washington, D.C. 20536

6. SHIP TO:
a. NAME OF CONSIGNEE: U.S. IMMIG. & NATZ. SERVICE
b. STREET ADDRESS: RECEIVING UNIT, ROOM LL-264
425 I STREET NW
c. CITY: WASHINGTON D
d. STATE: DC
e. ZIP CODE: 20536
f. SHIP VIA:

7. TO:
a. NAME OF CONTRACTOR: WANG GOVERNMENT SERVICES, INC
b. COMPANY NAME: 7900 WESTPARK DRIVE
c. STREET ADDRESS: SUITE 1105
MCLEAN
e. STATE: VA
f. ZIP CODE: 22102-4299

8. TYPE OF ORDER
[ ] a. PURCHASE
REFERENCE YOUR:
[X] b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATIONS DATA: 15X8598/81SD.321S.09S.00

10. REQUISITIONING OFFICE: INS SYSTEMS INTEGRATION DIVISION

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. SMALL [X] b. OTHER THAN SMALL [ ] c. DISADVANTAGED [ ] d. WOMEN-OWNED

12. F.O.B. POINT: Destination

13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination

14. GOVERNMENT B/L NO.:

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 09/30/98

16. DISCOUNT TERMS: Net 30 Days

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tax ID Number: 411571110 This Order is for TasK number 7, Hardware Maintenance, of contract COW-7-C-0013. The task is describerd and the pricing for it is contained in attachment 1 hereto. The total estimated price of this order is $7,958,549.00					
1	D302 ADP SUPPORT SERVICES	1	LO	$3000000.00	$3000000.00	

18. SHIPPING POINT:
19. GROSS SHIPPING WEIGHT:
20. INVOICE NO.:

21. MAIL INVOICE TO:
a. NAME: US IMMIGRATION & NATZ. SERVICE
FINANCE BRANCH
b. STREET ADDRESS (or P.O. Box): 425 I STREET, N.W., ROOM 6034
c. City: WASHINGTON
d. STATE: DC
e. ZIP CODE: 20536

SEE BILLING INSTRUCTIONS ON REVERSE

17(h) TOT. (Cont. pages): $0.00

17. (i) GRAND TOTAL: $7,958,549.00

22. UNITED STATES OF AMERICA BY (Signature): [signature]

23. NAME (Typed): Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

Working Copy

OPTIONAL FORM 347 (Rev. 8/95)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a seperate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of $ ________. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a seperate item on the invoice. Where shipping costs exceed $10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: ☐ inspected, ☐ accepted, ☐ received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL / FINAL		DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
TOTAL CONTAINERS		GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Task Order and Service Level Agreement 7 – Maintenance

Contract Number/Task Order Number: COW-7-C-0013/FOS98-007

PART I. TASK ORDER

3. Requirements

Task 1 - Maintenance Requirements (Contract Section C.5)
Wang Government Services, Inc. (WGSI) after GTE's completion of the "continuity of service" clause will provide maintenance per the terms and conditions of the contract COW-7-C-0013, except as noted below. The term of GTE's Continuity of Service will be for 3 months starting 29 November 1997 through 28 February 1998. As of 1 March 1998, the Principle Period of Maintenance (PPM) is from 6:00 a.m. to 6:00 p.m. (local time) Monday through Friday; all other times, including Saturday, Sunday, and holidays, are considered to be Outside Principle Period of Maintenance (OPPM). Commencing March 1, 1998, WGSI will enter into an interim maintenance agreement until Task Order 06, Subtask 3 – Inventory, Implementation under the FOS/HM is completed (approximately 1 year). This interim agreement is required primarily due to insufficient inventory data which would allow WGSI provide a price proposal in accordance with the terms of the contract and allow WGSI to meet 4 hour return to service requirements. WGSI's goal is to provide 4 hour return to service at all locations. CLINs identified at the 16 WGSI manned sites will be restored with a 4 hour period, 40 days after signature of this task order. On a quarterly basis as new sites are inventoried, the Government and WGSI will update the list of sites/CLINs for which WGSI will provide 4 hour return to service 30 days after coming to agreement on the sites/CLINs. In the interim all other CLINs at loctaions that have not been inventoried will be restored by the close of the next business day. These services will be provided to the INS at a Fixed Monthly price (Monthly Recurring Charge). Other Direct Costs as identified by WGSI in our cost proposal and as necessitated during task order performance will be reimbursed on a cost reimbursable basis with applicable indirect loadings.

PROPOSED STAFFING: 2 Senior Logistics Specialists, 4 Senior Computer Specialists, 2 Computer Systems Technicians

STAFFING JUSTIFICATION: WGSI proposes 1 Senior Logistics Specialist to analyze inventory data provided by the Government. Located at the Wang logistics facility in Tewksbury, MA this individual coordinate parts movement between all INS locations, analyze parts usage and consumption for this contract, and act as the primary source responsible for managing parts in the field and central locations. The Senior Logistics Specialist will provide the lifeline of spares and parts need to be successful in the project and will report directly to the Project Manager for HM. The 4 Senior

Computer Specialists will provide first level support to INS users to assist in isolating hardware-related malfunctions through the help desk. These specialists will be located in our McLean, VA Technical Assistance Center (TAC). As hardware calls are received through the INS Help Desk hardware calls are transferred to the TAC center for further triage and problem identification. This group will have a Remedy terminal available to both to monitor and update calls real time. The other Senior Logistics Specialist and Computer Systems Technicians will provide ADP inventory and excess equipment warehouse support to include day-to-day operation, maintenance of inventory, and storing of equipment identified as excess in warehouse pending distribution. The 2 Computer System Technicians will be transitioned off this task approximately 15 March 1998.

CONSTRAINTS (CONTRACT SECTION C.5.1) WGSI understands security policies, regulations, and procedures and the Government will permit timely access to the equipment that is to be maintained.

Task 2 - General Maintenance Requirements
WGSI will provide support including technical troubleshooting, problem resolution, and component repair in order to maintain and keep the equipment covered under the contract in full operating condition. Additionally, WGSI will:

- Provide the Government through the Wang staffed INS help desk toll-free continuous telephone coverage 24 hours per day, 7 days per week, without exception.Call-flow documentation is attached.
- Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.
- Provide a detailed activity report of open and closed calls for verification purposes, on a monthly basis. If requested or required for further verification a detailed maintenance activity report by location / component, or other element could be requested.

The identified call flow and narrative is attached to this document for further clarification of the call process. This will be a living process that will change as processes are discovered that are more effective and or efficient.

The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM. Equipment residing in locations not in compliance with environmental specifications furnished by the OEM will be maintained by WGSI on a time and material basis.

The cost for hardware maintenance on monitors 17" and smaller are included in the CLINs for the Personal Computers. Monitors over 17" will be maintained by WGSI on a time and material basis.

LCD's and impact-related damages of Laptops are not covered. Laptops are depot maintenance with a 5 day return to service starting from the time of

receipt at the depot. WGSI will pay all shipping and handling costs associated with providing this service on laptops. IDP laptops are excluded from the 5 day return to service.

Wang will commence all time and material provided services after receiving written approval from the Director,EUC/INS or her designated representative.

All equipment for which Help Desk tickets have been opened prior to 1 March 1998 will remain the responsibility of GTE or if directed in writing by the Director, EUC or her designee will be handled on a Time and Material basis by WGSI. On 2 March 1998 WGSI will provide to the Director, EUC a list of all open tickets as of 28 February 1998.

Task 3 - Types of Maintenance

The WGSI Team will provide two on-site distinct levels of maintenance to ensure reliable, affordable support to all INS offices, whether they are in remote locations or major metropolitan areas as follows:

- ***On Call Maintenance*** is offered during the PPM and the OPPM as ordered. A single monthly rate includes travel, transportation, parts and labor required to perform remedial and preventive maintenance. The on-call maintenance strategy includes a mixture of dedicated onsite Customer Resource Engineers (CREs) (where INS concentrations require) and local CREs dispatched to support smaller INS sites from nearby WGSI locations. A combination of onsite stocking and overnight shipment of spares will be used to ensure parts availability. Through this approach, WGSI will meet the requirement to return devices and systems to service within four hours of notification. This level of service is most cost effective when used to service large concentrations of end users and equipment.

    - ***PPM*** will provide a next business day return to service between the hours of 6:00 AM to 6:00PM local time. This represents the majority of equipment to be serviced.
    - ***7 x 24 or PPM and OPPM*** will be provided to specified equipment and a 4 hour return to service will be supplied. This will be applied to critical systems as identified by the INS.

OCONUS locations will be supported under this interim agreement through our depot maintenance. The fixed price will cover exchange of equipment that is shipped back to our depot facility in Tewksbury, MA. Calls will still be received through the WGSI help desk located in Washington, DC. Equipment that is in need of repair will be reported to the help desk and initial triage will be determined by the Tier 2, Help Desk analyst, a part will be shipped to the OCONUS location. Upon receipt the user, if necessary, may call back to the help desk for assistance install the equipment. Once installed and tested the failed equipment should be returned to Tewksbury, MA in the same package the replacement was shipped in. This Task Order is an interim approach pending the completion of Task Order 6. INS will be responsible for all duties, taxes and other costs associated with OCONUS shipping.

Subtask 3-1 - Preventive Maintenance (Contract Section C.5.4.1)
WGSI has a full understanding of the evolving role that preventive maintenance (PM) plays in today's leading-edge systems and devices. PM takes full advantage of the modular nature of today's products. Generally performed in conjunction with remedial maintenance activities, PM has reduced the need for costly service outages. WGSI will provide all parts and materials not designated as supplies or deemed customer replaceable by the OEM and will perform PM activities in accordance with OEM specifications and requirements.

Subtask 3-2 - Remedial Maintenance (Contract Section C.5.4.2)
INS remedial maintenance services will be provided using WGSI's ISO 9002 certified Field Operations, Logistics, and Call Control Center procedures and systems. WGSI will make full use of its 1,300 CREs, 700 logistics stocking locations, and 240 service locations to ensure that satisfactory levels of service are attained. A presentation is being scheduled to demonstrate our ISO 9002 and call center process.

WGSI CREs will have access to pre-positioned logistical assets to meet INS critical needs, including whole units pre-configured and ready for immediate use. These may include network devices, such as hubs and routers, and devices that are not conducive to field repair, such as desktop printers. To ensure minimum disruption to the INS end-user community, these devices will be "hot swapped" with whole units. This returns the end users to full operational capability much faster than if field repairs were conducted. The required asset management system entries are made, and the failed units are repaired and returned to the appropriate stocking location. As systems are swapped all government procedures will be followed. Each CRE servicing the account will be made aware of the correct procedures to follow.

Remedial maintenance will include all transportation, labor and parts required for return of malfunctioning systems or equipment to full operating condition. WGSI will restore the Operating System and network connectivity if network connectivity existed prior to the failure. Restoration of application software will be coordinated with the WGSI FOS personnel at each location. The Wang team of both FOS and HM will provide complete system restoration both hardware and software.

Remedial maintenance will be treated as unlimited emergency maintenance to be performed on systems or equipment after notification that the equipment is malfunctioning. Remedial maintenance is performed as required on an unscheduled basis. There is no maximum number of remedial maintenance calls per month or year on systems or equipment.

Subtask 3-3 - On-Call (Full Coverage) Maintenance (Contract Section C.5.5)
WGSI will locate dedicated CRE work groups in the following geographical areas to provide services to the largest densities of INS end users:

- National Capital Region
- St. Albans and Burlington, VT
- Metro LA
- Laguna Niguel
- McAllen, TX
- Metro San Diego
- Metro New York
- Metro Miami
- San Francisco, CA
- Tucson, AZ
- Yuma, AZ
- Metro Dallas
- Lincoln, NE
- El Paso, TX
- Del Rio, TX
- Chicago, IL

These dedicated work groups will be made up of the following:

- **Supervising CRE** is responsible for overseeing all CRE activities at the site. The Supervising CRE assigns CREs to problem tickets and performs a follow-up to ensure that the problem has been resolved. The Supervising CRE balances staff workloads to ensure that assignments are evenly distributed and that problems are responded to in accordance with their assigned priority and the governing SLA.
- **CREs** perform all maintenance tasks. Depending on the size of the location, one or more CREs will be assigned to a Supervisor. Additionally, these CREs will function as scheduled backup for other regional locations.

Each CRE has the tools, equipment, training, spare parts, and consumables necessary to meet INS's requirements during the PPM and the OPPM. Each dedicated work group will have pre-positioned spares. Stocking levels are based on the hardware inventory provided within the solicitation document and will be readjusted periodically based on experienced usage, TIP activities within the area, and, should the asset management task be assigned, the actual asset data obtained from the location. Restocking of this supply base is based on item consumption and will be accomplished using logistics capabilities that trigger automatic restocking.

All restocking is managed out of Wang's Tewksbury, MA, logistics center, which serves as the primary restocking point for all WGSI contracts based within the United States. This 125,000-square-foot central distribution center is located 30 miles north of Boston. It is situated near the intersection of Interstates 93 and 495 with easy access to Logan International Airport and every major air and ground carrier. The warehouse contains approximately 25,000 line items in support of field operations. The distribution center processes approximately 1,500 pieces per day and operates on a 24x7 a week basis. The logistics center ensures that each of the 700 worldwide stocked locations has the items that they need, when they are needed.

Where there is not a sufficient concentration of end users and devices to warrant dedicated CREs, maintenance support will be provided by the WGSI Multi Vendor Support (MVS) site within 50 miles of the INS site. Logistical asset stocks will be deployed at each MVS site supporting an INS site. Stock levels will be determined using the same methodology as for dedicated support sites.

Where Wang does not have on-site personnel performing maintenance WGSI FOS personnel will assist in initial triage of equipment problems and repairs if parts are available. After determination of where these sites are located spare parts stocking will be provided.

(b)(4)

Remote isolated locations will be serviced under a subcontract agreement with [redacted] is a quality service provider based out of Billings, MT. Wang has used them to support various contracts including the US Senate. [redacted] will provide service predominately in the northwest corridor of the United States.

Subtask 3-4 - Per-Call Maintenance (Contract Section C.5.6)
Per-call maintenance will be used to cover special circumstances not foreseen by contractual provisions; all per-call task orders will be completed under the four (4) hour restoration requirement. WGSI does not anticipate providing per-call maintenance during the interim agreement until completion of the inventory task order. However, if required the listed per call rate is applied on a time and materials, portal-to-portal basis for services requested. Per call service requests will be subject to a two-hour minimum which will be applied on a site visit basis. Where multiple repairs are involved, there will be only one minimum labor and portal-to-portal charge.

Subtask 3-5 - Depot Maintenance (Contract Section C.5.7)
WGSI does not anticipate providing depot maintenance for CONUS locations during the interim contract period until the inventory task order is complete. OCONUS locations will be supported by providing advance exchange from our Tewksbury, MA logistics facility. When a call is opened from an OCONUS locations and the level 2 analyst determines the part required, the part will be shipped from our Tewksbury, MA facility. After receipt of the part at the users location Wang is available to provide telephone assistance to install the part.

Task 4 - Repair Times (Contract Section C.5.8)
The INS help desk is staffed on a 24 hours a day, seven days a week basis. All calls are logged and date/time stamped by the system's call logic. For sites/devices covered on a 24 hours a day, seven days a week basis, this date/time stamp marks the start of the service delivery period. For PPM-only maintenance service, the repair time starts at the first minute of covered time following notification. All services activity is tracked by the call-tracking system logic from inception to ticket closure. WGSI understands the need to keep accurate data in the inventory system. The process and procedure will executed once the inventory study is complete. Any changes that have been made prior to the

completion of the inventory study will be tracked through the TAC and entered into the system when available. It is understood that the service period extends through the entire period that a service ticket is active unless Wang is denied access to a device or system due to security restraints, lack of an escort, or the unavailability of the end-user or an end user designee to schedule repair times or provide access to the system. For PPM-only repairs will be returned to service by close of business the next business day. For equipment under 7 x 24 coverage, return to service will be within 4 hours of receipt of the call.

Task 5 - Responsibilities of the Contractor (Contract Section C.5.9)
All services under this contract shall be performed by trained and technically experienced personnel providing the required service in accordance with accepted commercial practice without reasonable delays or interference with Government functions. All maintenance personnel shall be fully trained prior to performing any maintenance activity that would otherwise void an OEM warranty.

WGSI will take full responsibility for recommending changes in the type of maintenance service to improve both cost effectiveness and level of support provided to the Government. It is understood any such recommendations will be forwarded to the COTR and will not be implemented unless written COTR approval is received.

Subtask 5-1 - Parts Quality (Contract Section C.5.9.1)
Only new standard parts or parts equivalent to new in performance shall be used to effect repairs. All parts shall meet OEM specifications. If a part is not new, it shall be identified as used or reconditioned and warranted as new. Maintenance parts shall be furnished on an exchange basis and replaced parts become the property of WGSI. The Government may, at its discretion, elect to retain the replaced parts or direct their destruction, due to security reasons. In no case will WGSI use any replacement parts or repair methods or techniques that would result in the OEM refusing to honor their warranty or otherwise support the equipment. There will be no additional charge for replacement parts unless such parts are required due to the fault or negligence of the Government or retained by the government or failures resulting from environmental incidents or acts of God.

Subtask 5-2 - Parts Replacement (Contract Section C.5.9.2)
If a device or system cannot be repaired onsite, a replacement of equal or greater capability will be provided while the device is returned for repair. When practical, and when authorized to do so, WGSI will replace the failed device as an advance exchange in order to minimize any impact to end users. WGSI will ensure that any replacements will have equal or greater functionality and confirm with the user that all applications are accessible prior to leaving the site.

The Wang Team understands that any parts (with the exception of hard disk drives) which are removed from a device during a maintenance activity will become Wang's

property. Any parts used to complete a maintenance activity will become the property of the INS. At no time will WGSI engage in service activities that could void an OEM warranty. There will be no additional charges for parts, except for those requested by the INS and as described in this proposal, other than any due to the fault or negligence of INS. Equipment damage or malfunction resulting from Acts of God and/or domestic and international terrorism are not covered.

Subtask 5-3 – Protection of Information (Contract Section C.5.9.3)
WGSI will ensure that all necessary precautions are taken to protect INS data. For instance, all WGSI CREs are required to run a virus scan prior to working on any end-user device. If a virus is detected, the CRE will shut down the device and alert both the end user and the help desk of the situation. The CRE will follow instruction from the help desk and, when appropriate, INS management regarding the cleanup procedures to be performed.

WGSI will work with the INS to develop and implement an INS-wide backup policy and plan to prevent the loss of any critical data. INS help desk Tier 2 Hardware Support Analysts will request the end user to perform a backup of locally stored, critical data prior to dispatching a CRE for a call where data might be in jeopardy. The CRE will confirm with the end user that the backup has been completed before initiating the repair.

Prior to the removal of a storage device, either as a defective part or as an inclusive device within a system, the CRE will verify security requirements with both the end user and the help desk. If a storage device is inadvertently removed from the site, the COTR will be notified.

Subtask 5-4 – Liability for Damage and Injury (Contract Section C.5.9.4)
WGSI understands that it is liable for any damage to INS property or injury to INS personnel resulting from the fault or negligence of WGSI's employees or subcontractors. We will take all prudent measures to ensure the property of the INS and the public. WGSI further understands that it is responsible for all materials and work performed until completion and acceptance by the INS.

Subtask 5-5 – Contractor/Government Meetings (Contract C.5.9.5)
As a minimum, WGSI will meet with the Director of EUCB and the COTR on a monthly basis to discuss and resolve any maintenance issues or problems associated with this contract.

WGSI seeks to become a long-term technology partner with INS and will endeavor to recommend changes to service levels that would be beneficial to the INS. We will take full advantage of industry improvements and enhancements to provide the INS with mutually beneficial and cost-effective maintenance solutions. Through trend analysis of problem management data, we will advise INS of any abnormal failure rates so that corrective action may be taken with the OEM to obtain suitable low-cost or no cost corrective action.

Subtask 5-6 – Alterations to Government Property (Contract Section C.5.9.6)
WGSI will not make, or cause to be made, any alterations to Government-owned or controlled real property facilities, buildings, structures, components, systems, or utilities at any time during the course of this contract, either temporarily or permanently, without the express, written authorization of the Contracting Officer.

3. Work Schedule, Period of Performance, Required Completion Date

WGSI will begin performance for all equipment and locations on 1 March 1998. Support of ADP inventory and warehouse commenced 15 December 1997; therefore the period of performance for this Task Order will be 15 December 1997 through 30 September 1998.

4. Place of Delivery or Performance

WGSI understands work under this Task Order will be performed at INS Headquarters' offices, the INS Theaters, and various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), and Sector Offices. INS foreign and domestic locations are depicted in contract Section J, Attachment I.

5. Deliverables

After initial logistics inventory analysis is complete, WGSI will provide Preventive Maintenance plans were applicable within 45 days. WGSI will provide reports that include Trend Analysis of failed components and problem sites and trip reports as required. Report requirements will be determined including ad-hoc reports as required. Trend Analysis reports will be provided on a monthly basis commencing 1 May 1998.

6. Security Requirements

WGSI understands the security requirements as described in Section H of the contract. All personnel assigned on-site at an INS location must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

7. Other Direct Costs

Travel to Washington from the warehouse will be required on a periodic basis. These trips will be for management review and direction. Travel from Tewskbury, MA is required until the Remedy licenses and connections to INS Headquarters are provided by the Government. WGSI will obtain prior approval for any expenditures of ODCs in excess of $2,500.00 in the aggregate.

PART II. Service Level Agreement

2. Introduction and Summary of Work Covered by SLA

WGSI understands the purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA will be construed as being external to the scope of the contract.

3. Organizations Involved

1. Service Provider: Wang Government Services Inc.

[redacted] (b)(6)
7900 Westpark Drive
McLean, VA 22102
(703) 827-3994
Fax (703) 827-3016

2. End User Organizations

Usha Keene
(202) 514-7990

4. Responsibilities of Service Provider (Contractor)

4.1 The Service Provider Agrees it Will:

WGSI will provide service according to the terms and conditions specified in contract COW-7-C-0013. Detailed procedures are discussed in Part I., Task 5 of this Task Order Agreement. WGSI will provide the following to the government:

1. A DS1 telecommunications line between 425 I, Washington, DC and 7900 Westpark Drive, McLean, VA to run the Remedy help desk software.

4.2 Performance Incentives

Performance incentives will not be used during the interim contract agreement task order. After completion of the inventory task order, mutually agreed upon incentives will be incorporated into the follow on task order.

5. Responsibilities of the End-User Organization

5.1 The End-User Organization Agrees it Will:

1. Act as the central point for receiving and providing hardware and software maintenance information.
2. Provide all known inventory data to allow for a thorough analysis of contract baseline equipment counts by location.
3. Timely access to equipment
4. Timely property tag coordination and approval to remove property or parts and material from site
5. The government shall provide space for personnel and parts storage on-site at INS Headquarters and the 16 regional sites. This space shall be environmentally controlled and of sufficient size to store spare parts and provide and are for the tech to perform administrative tasks. Space shall be provided with ventilation and heating, lighting, phone access to the public network and a desk and chair.
6. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.
7. Remedy software licenses to support 6 fixed users.
8. Access to INS Federal Express account for usage for OCONUS shipping.
9. INS will coordinate with WGSI to ensure connectivity of the DS1 telecommunications line between 425 I Street (INS) and WGSI facility in McLean, VA.

6. Signatures of the Government and the Contractor's Authorized Representative

1. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
2. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Representative

[redacted] (b)(6)

Service Provider Representative Signature

Attachments:

INS Site Listing
Call Flow Documentation
Equipment listing for T&M maintenance
Equipment listing for separate agreement with OEM or 3rd party

TASK ORDER 7 - MAINTENANCE

CLIN	Maintenance Summary	Unit/Mos	# of mos	Cost	G&A		Total
	Total H/W Maintenance (see backup for CLIN detail)		7			$	

CLIN	Labor Category	Hours	Rate			Total
1601	PPM Labor Rate	2,427			$	
1602	OPPM Labor Rate	607			$	
	Total T&M Summary	3,034			$	

CLIN	Labor Category	FTE's	Hours	Rate			Total
3018	Senior Logistics Specialist	1	1137		Starts Mar 1st	$	
3014	Senior Computer Specialists	4	4388		Starts Mar 1st	$	
3057	Computer Systems Technician	2	471		started Dec 15th	$	
3018	Senior Logistics Specialist	1	1488		started Dec 15th	$	
	Total Labor Summary	8	7,484			$	

	Labor Categories for Overtime	OT Hours	OT Rate		Total
3018 AA	Senior Logistics Specialist	57		$	
3014 AA	Senior Computer Specialists	219		$	
3057 AA	Computer Systems Technician	24		$	
3018 AA	Senior Logistics Specialist	74		$	
	Total Labor Summary for OT	374		$	

	Travel Summary	Cost	G&A		Total
4002	CONUS			$	
4002	Local Travel			$	
	Total Travel				

	Material Summary	Unit/Mos	# of Mos	Cost	G&A	Total Price
4001	Software - (6 Remedy Licenses)	-		-	-	$ -
4001	Software -(Remedy express support)	-	-	-	-	$
4001	Shipping					$
4001	Material	22,642	7			$
4001	NetFRAME Support	39,688	7			$
4001	Microlog Support	27,490	7			$
4001	DS1 (1.544 Kbps) (telephone lines)	678.70	7			$
	Total Material Summary					$
	Total Subtask 7.1 Summary	8	7,858	7,277,687	55,533	7,958,549

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

Travel Summary for the Task Order 7

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Sr. Logistics Specialist	Boston, MA	Wash, DC	Mar-98	1	1	5	128	40	75	1,000	-	1,905
CST, System Analyst	Forestville, MD	Wash, DC	Mar-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	Apr-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	May-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	Jun-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	Jul-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	Aug-98	2	2	1					40	49.60
Computer Systems Tech	Forestville, MD	Wash, DC	Sep-98	2	2	1					40	49.60
Total Travel Summary												**$ 2,282**

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

CLIN	DESCRIPTION
1070	Terminals
1080	*CNT Channel Extenders, Model 5320-PTP*
1090	3420 Tape Drive
1100	3803 Tape Drive Controller
1110	3480-A22 Magnetic Tape Subsystem
1120	3480-B22 Magnetic Tape Unit
1130	Pyramid Model XXX
1140	HP-9000
1150	Mini Computer – Sequent S30
1160	Mini Computer – HP E Series
1170	Mini Computer – Data General MV5500
1180	Mini Computer – Data General MV5600
1190	Mini Computer –IBM System 36
1200	Mini Computer –HP K-200 Series
1450	Xerox 4090X Printing System

All CLINs above covered T&M

1220	Mini Computer – Netframe 450
1230	Mini Computer – Netframe 8500
1470	Ask Immigration System with VCS3500T

CLINs above covered through
separate agreement with OEM/3rd Party

(b)(4)

CLINVALUE

CLIN	DESCRIPTION	CLIN QTY	PRICE	EXT PRICE	ANNL PRICE
1010	Bar Code Readers and Scanners	2339			
1020	Bar Code Printers	314			
1060	Dumb LAN Hub	0			
1260	Personal Computers – 486 SX/DX	6071			
1270	Personal Computers – Pentium	10093			
1280	Personal Computers – Macintosh PC's	276			
1290	Personal Computers – Portable PC's	1600			
1300	Personal Computers – LAN Servers	3000			
1310	Paper Handling Devices-Bursters/Decollaters	10			
1320	Plotters	20			
1350	Printers – Laser Printers	3988			
1360	Printers – Line Printers	161			
1370	Printers – Letter Quality Printers	3302			
1380	Remote Communication Controllers Units	277			
1400	Scanners – Flatbed Scanner	898			
1410	Scanners – Handheld Scanner	7			
1420	Scanners – Fingerprint Scanner	54			
1430	Q-Matic CMIS-Number Boards	7			
1440	ETC Call Sequencer	0			
1460	IBM 3160 Printing System	2			
1480	Hand Geometry Scanner	2			
1520	IBM 3174-1R Multiplexor	2			
1530	IBM 3274-41C Controllers	2			
1540	Floppy Disk Drive-External	29			
1550	Hard Disk Drive-External	54			
1560	Hard Disk Drive Array-External				
1570	CD-ROM / WORM - Single-External	263			
1580	CD-ROM / WORM - Multiple-External	47			
1590	Tape Backup Unit-External	241			
1610	Sun Sparc 2	1			
NOMAT	NO MATCH	369			
	Subtotal	33409			
	Total	40091		$ 949,136.14	
	7 Months (1 Mar 98 - 30 Sep 98)				
	CLINS above covered through Fixed Price Agreement till 9/30/98				

pad 3/10/98

REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

SEE INSTRUCTIONS ON REVERSE

RECEIVED 1001.06

1. NUMBER: SID-8-00275
2. DATE: 02/25/98
3. ACTIVITY SYMBOL: 15X8598/81SD.321S.02S.00

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM)
LOGISTICS BRANCH
425 I STREET, NW RM:2229
WASHINGTON, DC 20536

5. FROM: NAME AND ADDRESS-REQUISITIONER
C. ALAN SHELTON
SYSTEMS INTEGRATION DIVISION
425 I STREET, NW POC RM:6903
WASHINGTON, DC 20536
POC: DIBRELL HUNT 202-616-7650

HAPM/2-27-98 10am. Telephone

6 STOCK NUMBER (pmm 2/27/98)	7 DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFGR., ETC.)	8 QUANTITY	9 UNIT	10 COST UNIT PRICE	11 COST AMOUNT	12 ACTION CODE
7010	ADPE SYSTEM CONFIGURATION	1	EA	3000000 00	3000000 00	
	PARTIAL PAYMENT FOR THE INS ADP HARDWARE					
	MAINTENANCE SERVICE UNDER CONTRACT COW-7-C-0013,					
	TASK # 7.					
Just:	ADP HARDWARE MAINTENANCE THOUGHOUT THE SERVICES.					
	Recommended Vendor: WANG PROFESSIONAL SERVICE					
	7900 WESTPARK DRIVE					
	MCLEAN, VA 22102					
	(703) 827-3468					
	Contact: [redacted]		(b)(6)			

RECEIVED 98 FEB 27 PM 12:43 WASHINGTON, DC

RECEIVED FEB 27 PM 12:42 PROCUREMENT SECTION LOGISTICS BRANCH

13. SIGNATURE OF REQUISITIONER: C. Alan Shelton /pmm
14. TITLE OF REQUISITIONER: ASSISTANT COMMISSIONER, SID
15. TOTAL: 3000000 00

16. KEY TO ACTION CODE

S	SUBSTITUTE ITEM	2	CANCELLED-NOT STOCKED
B	BACK ORDERED	3	CANCELLED-NOT ABLE TO IDENTIFY
D	PURCHASED FOR DIRECT SHIPMENT	O	OTHER-AS INDICATED
I	CANCELLED-STOCK EXHAUSTED		

PROCUREMENT SECTION (OR STOREROOM)

17. DATE RECEIVED
18. APPROVED
19. PURCHASE ORDER: DATE / NUMBER

I CERTIFY THAT THE ABOVE ARTICLES-COLUMNS 3, 9 AND 12 - HAVE BEEN RECEIVED.

20. LOCATION	21. DATE	22 SIGNATURE	23. TITLE

UNITED STATES DEPARTMENT OF JUSTICE
IMMIGRATION AND NATURALIZATION SERVICE
FORM G-514 (REV. 8-1-58)

G-514A

CERTIFICATION/AUTHORIZATION FUNDS AVAILABILI
G104 NO. SID-8-2 NAME (PRINT): PVANDEVE
SIGNATURE: [signature] 2/