

2. CONTRACT (Proc. Inst. Ident.) NO. CON-5-C-0013 3. EFFECTIVE DATE See B1. 20C 4. REQUISITION/PURCHASE REQUEST/PROJECT NO. RSD-5-00179

5. CODE HQCAP 6. ADMINISTERED BY (if other than item 5) CODE HQCAP

1. ORATION & NATZ. SERVICE CONTRACTING & PROCUREMENT BRANCH 425 I ST., N.W., ROOM 2102 WASHINGTON, D.C. 20536
 IMMIGRATION & NATZ. SERVICE CONTRACTING & PROCUREMENT BRANCH 425 I STREET, N.W., ROOM 2102 WASHINGTON, D.C. 20536

7. NAME AND ADDRESS OF CONTRACTOR (No., street, city, country, State and ZIP Code) LABAT-ANDERSON, INC. 2200 CLARENDON BLVD., SU. 900 ARLINGTON, VA 22201
 8. DELIVERY FOB ORIGIN OTHER (See below)
 9. DISCOUNT FOR PROMPT PAYMENT Net 30 Days Destination

10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN: G.2

Attn: MARK HUMMEL, CONTRACTS

11. SHIP TO/MARK FOR CODE HQREC 12. PAYMENT WILL BE MADE BY CODE HQFIN
INS OFFICE OF RECORDS 425 I STREET, N.W., ROOM 5122 WASHINGTON, D.C. 20536
US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH 425 I STREET, N.W., ROOM 6261 WASHINGTON, D.C. 20536

13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: 10 USC 2304(c) 41 USC 253(c)
 14. ACCOUNTING AND APPROPRIATION DATA Guaranteed Minimum 1551217/51PG/332X.X07 \$1,800,000.00

15A. ITEM NO.	15B. SUPPLIES/SERVICES	15C. QTY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT
	CLINS 1 - 52 as stated in Section B. The period of this contract is from date of award to 365 calendar days thereafter.				
	LaBat-Anderson's Second Best and Final Offer and Technical Proposal dated October 18, 1994, as well as the Section K Reqs and Certs, are incorporated by reference. The First (Base) Year estimated maximum value is \$61,541,421.				

15G. TOTAL AMOUNT OF CONTRACT NTE \$61,541,421.14

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X	C	43	J	LIST OF ATTACHMENTS	
X	D	1	PART IV - REPRESENTATIONS AND INSTRUCTIONS		
X	E	1	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	
X	F	4	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
X	G	4	M	EVALUATION FACTORS FOR AWARD	
X	H	15			

CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE

17. CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 4 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)
 18. AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number _____ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any continuation sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.

19A. NAME AND TITLE OF SIGNER (Type or print) Valerie Underhill Treasurer
 19B. DATE SIGNED 4/6/95
 20A. NAME OF CONTRACTING OFFICER R. A. ROMAN
 20B. UNITED STATES OF AMERICA BY (Signature)
 20C. DATE SIGNED 4/6/95

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 NO. COW-5-C-0013

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SECTION B PRICING TABLE NOTES:

- (1) Contract labor rates are fully "loaded" rates, i.e., they include all applicable wages, overhead (including salaries for non-billable employees such as the Project Manager, all training and security requirements), G&A and profit. The cost of the required quarterly Project Manager site visits (see C.3.7) is also included in overhead or G&A.
- (2) The "estimated maximum" quantities are the annual not-to-exceed maximum labor hour requirements under this indefinite delivery, indefinite quantity type, time-and-materials, service contract. They are based on the applications workload projections included as attachments to Section C.
- (3) Under a time-and-materials type contract, materials, other direct costs and travel, if any, shall be invoiced at cost, plus a reasonable handling fee, where negotiated in advance. The contractor's handling fee percentage is stated in CLINs 0013, 0026, 0039 and 0052.
- (4) The Dept. of Labor wage determinations (WDs) contained in HQ-93-22 Amendment 0009, dated September 30, 1994 are incorporated into this contract by reference. These are: 94-2537 REV 1, dated 08/08/94, 94-2325 REV 2, dated 08/08/94, 94-2509 REV 2, dated 08/08/94 and 94-2047, REV 1 dated 08/08/94. Further, because more than sixty (60) days has elapsed from the estimated award date specified on the SF98 WD request, new WDs are required and have been requested from DOL. DOL states that 94-2047 has been updated but is unable to expedite the request before award.

Therefore, per FAR 22.1012-4, any new WD(s) received shall be incorporated within thirty (30) days of receipt. The contractor will be authorized to claim an equitable adjustment to the affected contract rates, retroactive to the date of award. The formula detailed in Amendment 0009, Section B, will be utilized to compute the rate for Key Entry Operator Supervisor and Supervisory Quality Control Inspector. Any such adjustment shall be in accordance with FAR 52.222-44 Fair Labor Standards Act and Service Contract Act - Price Adjustment (MAY 1989), which is hereby incorporated by reference for the first year of the contract (the option years are covered under 52.222-43, already contained in Section I).

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

YEAR 1 / BASE YEAR

From Date of Award until 365 Calendar Days Thereafter

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0001	CENTER MANAGER	2,000	HR.	\$28.93	\$57,860.00
0002	ASSISTANT CENTER MANAGER	12,000	HR.	\$19.70	\$236,400.00
0003	KEY ENTRY OPERATOR SUPERVISOR	46,000	HR.	\$13.65	\$627,900.00
0004	KEY ENTRY OPERATOR II	366,000	HR.	\$12.11	\$4,432,260.00
0005	SUPER. FILE/MAIL CLERK III	84,000	HR.	\$12.05	\$1,012,200.00
0006	FILE/MAIL CLERK II	672,000	HR.	\$10.44	\$7,015,680.00
0007	SECRETARY II	4,000	HR.	\$12.49	\$49,960.00
0008	SUPER. QUAL. CONTROL INSPECTOR	6,000	HR.	\$16.96	\$101,760.00
0009	QUALITY CONTROL INSPECTOR	52,000	HR.	\$14.98	\$778,960.00
0010	DRIVER MESSENGER	750	HR.	\$12.49	\$9,367.50
	TOTAL LABOR	1,244,750			\$14,322,347.50
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0011	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0012	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0013	PROPOSED FEE (CLIN 0011 + 0012 * 3%)				\$501.43
	NSC SUB-TOTAL				\$14,339,563.41

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

SOUTHERN SERVICE CENTER, DALLAS, TEXAS

YEAR 1 / BASE YEAR

From Date of Award until 365 Calendar Days Thereafter

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0014	CENTER MANAGER	2,000	HR.	\$28.94	\$57,880.00
0015	ASSISTANT CENTER MANAGER	10,000	HR.	\$19.68	\$196,800.00
0016	KEY ENTRY OPERATOR SUPERVISOR	32,000	HR.	\$15.30	\$489,600.00
0017	KEY ENTRY OPERATOR II	260,000	HR.	\$13.16	\$3,421,600.00
0018	SUPER. FILE/MAIL CLERK III	78,000	HR.	\$13.33	\$1,039,740.00
0019	FILE/MAIL CLERK II	624,000	HR.	\$11.43	\$7,132,320.00
0020	SECRETARY II	4,000	HR.	\$15.93	\$63,720.00
0021	SUPER. QUAL. CONTROL INSPECTOR	6,000	HR.	\$20.66	\$123,960.00
0022	QUALITY CONTROL INSPECTOR	44,000	HR.	\$17.72	\$779,680.00
0023	DRIVER MESSENGER	1,500	HR.	\$11.74	\$17,610.00
	TOTAL LABOR	1,061,500			\$13,322,910.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0024	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0025	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0026	PROPOSED FEE (CLIN 0024 + 0025 * 3%)				\$501.43
	SSC SUB-TOTAL				\$13,340,125.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

WESTERN SERVICE CENTER, LAGUNA HIGUEL, CALIFORNIA

YEAR 1 / BASE YEAR

From Date of Award until 365 Calendar Days Thereafter

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0027	CENTER MANAGER	2,000	HR.	\$35.25	\$70,500.00
0028	ASSISTANT CENTER MANAGER	18,000	HR.	\$22.90	\$412,200.00
0029	KEY ENTRY OPERATOR SUPERVISOR	60,000	HR.	\$17.31	\$1,038,600.00
0030	KEY ENTRY OPERATOR II	484,000	HR.	\$14.89	\$7,206,760.00
0031	SUPER. FILE/MAIL CLERK III	140,000	HR.	\$14.64	\$2,049,600.00
0032	FILE/MAIL CLERK II	1,130,000	HR.	\$12.72	\$14,373,600.00
0033	SECRETARY II	6,000	HR.	\$17.02	\$102,120.00
0034	SUPER. QUAL. CONTROL INSPECTOR	10,000	HR.	\$19.80	\$198,000.00
0035	QUALITY CONTROL INSPECTOR	80,000	HR.	\$17.02	\$1,361,600.00
0036	DRIVER MESSENGER	1,000	HR.	\$14.06	\$14,060.00
	TOTAL LABOR	1,931,000			\$26,827,040.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0037	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0038	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0039	PROPOSED FEE (CLIN 0037 + 0038 * 3%)				\$501.43
	WSC SUB-TOTAL				\$26,844,255.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

EASTERN SERVICE CENTER, ST. ALBANS, VERMONT

YEAR 1 / BASE YEAR

From Date of Award until 365 Calendar Days Thereafter

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0040	CENTER MANAGER	2,000	HR.	\$31.97	\$63,940.00
0041	ASSISTANT CENTER MANAGER	6,000	HR.	\$22.75	\$136,500.00
0042	KEY ENTRY OPERATOR SUPERVISOR	8,000	HR.	\$11.90	\$95,200.00
0043	KEY ENTRY OPERATOR II	62,000	HR.	\$10.43	\$646,660.00
0044	SUPER. FILE/MAIL CLERK III	56,000	HR.	\$13.19	\$738,640.00
0045	FILE/MAIL CLERK II	448,000	HR.	\$10.67	\$4,780,160.00
0046	SECRETARY II	2,000	HR.	\$15.39	\$30,780.00
0047	SUPER. QUAL. CONTROL INSPECTOR	4,000	HR.	\$17.66	\$70,640.00
0048	QUALITY CONTROL INSPECTOR	26,000	HR.	\$15.39	\$400,140.00
0049	DRIVER MESSENGER	4,000	HR.	\$9.40	\$37,600.00
	TOTAL LABOR	618,000			\$7,000,260.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0050	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0051	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0052	PROPOSED FEE (CLIN 0050 + 0051 * 3%)				\$501.43
	ESC SUB-TOTAL				\$7,017,475.91
	YEAR 1 / BASE YEAR ESTIMATED MAXIMUM TOTAL:				\$61,541,421.14

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

YEAR 2 / FIRST OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 1

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0001	CENTER MANAGER	2,000	HR.	\$29.79	\$59,580.00
0002	ASSISTANT CENTER MANAGER	14,000	HR.	\$20.29	\$284,060.00
0003	KEY ENTRY OPERATOR SUPERVISOR	50,000	HR.	\$13.65	\$682,500.00
0004	KEY ENTRY OPERATOR II	410,000	HR.	\$12.11	\$4,965,100.00
0005	SUPER. FILE/MAIL CLERK III	98,000	HR.	\$12.05	\$1,180,900.00
0006	FILE/MAIL CLERK II	788,000	HR.	\$10.44	\$8,226,720.00
0007	SECRETARY II	6,000	HR.	\$12.49	\$74,940.00
0008	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$16.96	\$135,680.00
0009	QUALITY CONTROL INSPECTOR	60,000	HR.	\$14.98	\$898,800.00
0010	DRIVER MESSENGER	750	HR.	\$12.49	\$9,367.50
	TOTAL LABOR	1,436,750			\$16,517,647.50
<u>B. MATERIALS/OTHER DIRECT COSTS:</u>					
0011	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0012	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0013	PROPOSED FEE (CLIN 0011 + 0012 * 3%)				\$501.43
	NSC SUB-TOTAL				\$16,534,863.41

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

SOUTHERN SERVICE CENTER, DALLAS, TEXAS

YEAR 2 / FIRST OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 1

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0014	CENTER MANAGER	2,000	HR.	\$29.81	\$59,620.00
0015	ASSISTANT CENTER MANAGER	12,000	HR.	\$20.27	\$243,240.00
0016	KEY ENTRY OPERATOR SUPERVISOR	40,000	HR.	\$15.30	\$612,000.00
0017	KEY ENTRY OPERATOR II	318,000	HR.	\$13.16	\$4,184,880.00
0018	SUPER. FILE/MAIL CLERK III	92,000	HR.	\$13.33	\$1,226,360.00
0019	FILE/MAIL CLERK II	730,000	HR.	\$11.43	\$8,343,900.00
0020	SECRETARY II	4,000	HR.	\$15.93	\$63,720.00
0021	SUPER. QUAL. CONTROL INSPECTOR	6,000	HR.	\$20.66	\$123,960.00
0022	QUALITY CONTROL INSPECTOR	52,000	HR.	\$17.72	\$921,440.00
0023	DRIVER MESSENGER	1,500	HR.	\$11.74	\$17,610.00
	TOTAL LABOR	1,257,500			\$15,796,730.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0024	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0025	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0026	PROPOSED FEE (CLIN 0024 + 0025 * 3%)				\$501.43
	SSC SUB-TOTAL				\$15,813,945.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

WESTERN SERVICE CENTER, LAGUNA HIGUEL, CALIFORNIA

YEAR 2 / FIRST OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 1

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0027	CENTER MANAGER	2,000	HR.	\$36.31	\$72,620.00
0028	ASSISTANT CENTER MANAGER	20,000	HR.	\$23.59	\$471,800.00
0029	KEY ENTRY OPERATOR SUPERVISOR	68,000	HR.	\$17.31	\$1,177,080.00
0030	KEY ENTRY OPERATOR II	540,000	HR.	\$14.89	\$8,040,600.00
0031	SUPER. FILE/MAIL CLERK III	160,000	HR.	\$14.64	\$2,342,400.00
0032	FILE/MAIL CLERK II	1,272,000	HR.	\$12.72	\$16,179,840.00
0033	SECRETARY II	8,000	HR.	\$17.02	\$136,160.00
0034	SUPER. QUAL. CONTROL INSPECTOR	12,000	HR.	\$19.80	\$237,600.00
0035	QUALITY CONTROL INSPECTOR	90,000	HR.	\$17.02	\$1,531,800.00
0036	DRIVER MESSENGER	1,000	HR.	\$14.06	\$14,060.00
	TOTAL LABOR	2,173,000			\$30,203,960.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0037	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0038	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0039	PROPOSED FEE (CLIN 0037 + 0038 * 3%)				\$501.43
	WSC SUB-TOTAL				\$30,221,175.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

EASTERN SERVICE CENTER, ST. ALBANS, VERMONT

YEAR 2 / FIRST OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 1

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0040	CENTER MANAGER	2,000	HR.	\$32.93	\$65,860.00
0041	ASSISTANT CENTER MANAGER	20,000	HR.	\$23.43	\$468,600.00
0042	KEY ENTRY OPERATOR SUPERVISOR	72,000	HR.	\$11.90	\$856,800.00
0043	KEY ENTRY OPERATOR II	578,000	HR.	\$10.43	\$6,028,540.00
0044	SUPER. FILE/MAIL CLERK III	166,000	HR.	\$13.19	\$2,189,540.00
0045	FILE/MAIL CLERK II	1,308,000	HR.	\$10.67	\$13,956,360.00
0046	SECRETARY II	8,000	HR.	\$15.39	\$123,120.00
0047	SUPER. QUAL. CONTROL INSPECTOR	12,000	HR.	\$17.66	\$211,920.00
0048	QUALITY CONTROL INSPECTOR	94,000	HR.	\$15.39	\$1,446,660.00
0049	DRIVER MESSENGER	4,000	HR.	\$9.40	\$37,600.00
	TOTAL LABOR	2,264,000			\$25,385,000.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0050	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0051	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0052	PROPOSED FEE (CLIN 0050 + 0051 * 3%)				\$501.43
	ESC SUB-TOTAL				\$25,402,215.91
	YEAR 2 / FIRST OPTION YEAR ESTIMATED MAXIMUM TOTAL:				\$87,972,201.14

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

YEAR 3 / SECOND OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 2

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0001	CENTER MANAGER	2,000	HR.	\$30.64	\$61,280.00
0002	ASSISTANT CENTER MANAGER	14,000	HR.	\$20.86	\$292,040.00
0003	KEY ENTRY OPERATOR SUPERVISOR	56,000	HR.	\$13.61	\$762,160.00
0004	KEY ENTRY OPERATOR II	436,000	HR.	\$12.06	\$5,258,160.00
0005	SUPER. FILE/MAIL CLERK III	104,000	HR.	\$12.01	\$1,249,040.00
0006	FILE/MAIL CLERK II	834,000	HR.	\$10.40	\$8,673,600.00
0007	SECRETARY II	6,000	HR.	\$12.45	\$74,700.00
0008	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$16.91	\$135,280.00
0009	QUALITY CONTROL INSPECTOR	64,000	HR.	\$14.94	\$956,160.00
0010	DRIVER MESSENGER	750	HR.	\$12.45	\$9,337.50
	TOTAL LABOR	1,524,750			\$17,471,757.50
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0011	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0012	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0013	PROPOSED FEE (CLIN 0011 + 0012 * 3%)				\$501.43
	NSC SUB-TOTAL				\$17,488,973.41

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

SOUTHERN SERVICE CENTER, DALLAS, TEXAS

YEAR 3 / SECOND OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 2

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0014	CENTER MANAGER	2,000	HR.	\$30.70	\$61,400.00
0015	ASSISTANT CENTER MANAGER	12,000	HR.	\$20.88	\$250,560.00
0016	KEY ENTRY OPERATOR SUPERVISOR	44,000	HR.	\$15.30	\$673,200.00
0017	KEY ENTRY OPERATOR II	336,000	HR.	\$13.16	\$4,421,760.00
0018	SUPER. FILE/MAIL CLERK III	96,000	HR.	\$13.33	\$1,279,680.00
0019	FILE/MAIL CLERK II	764,000	HR.	\$11.43	\$8,732,520.00
0020	SECRETARY II	4,000	HR.	\$15.93	\$63,720.00
0021	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$20.66	\$165,280.00
0022	QUALITY CONTROL INSPECTOR	56,000	HR.	\$17.72	\$992,320.00
0023	DRIVER MESSENGER	1,500	HR.	\$11.74	\$17,610.00
	TOTAL LABOR	1,323,500			\$16,658,050.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0024	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0025	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0026	PROPOSED FEE (CLIN 0024 + 0025 * 3%)				\$501.43
	SSC SUB-TOTAL				\$16,675,265.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

WESTERN SERVICE CENTER, LAGUNA HIGUEL, CALIFORNIA

YEAR 3 / SECOND OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 2

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0027	CENTER MANAGER	2,000	HR.	\$37.39	\$74,780.00
0028	ASSISTANT CENTER MANAGER	22,000	HR.	\$24.30	\$534,600.00
0029	KEY ENTRY OPERATOR SUPERVISOR	72,000	HR.	\$17.31	\$1,246,320.00
0030	KEY ENTRY OPERATOR II	572,000	HR.	\$14.89	\$8,517,080.00
0031	SUPER. FILE/MAIL CLERK III	168,000	HR.	\$14.64	\$2,459,520.00
0032	FILE/MAIL CLERK II	1,342,000	HR.	\$12.72	\$17,070,240.00
0033	SECRETARY II	8,000	HR.	\$17.02	\$136,160.00
0034	SUPER. QUAL. CONTROL INSPECTOR	12,000	HR.	\$19.80	\$237,600.00
0035	QUALITY CONTROL INSPECTOR	96,000	HR.	\$17.02	\$1,633,920.00
0036	DRIVER MESSENGER	1,000	HR.	\$14.06	\$14,060.00
	TOTAL LABOR	2,295,000			\$31,924,280.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0037	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0038	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0039	PROPOSED FEE (CLIN 0037 + 0038 * 3%)				\$501.43
	WSC SUB-TOTAL				\$31,941,495.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

EASTERN SERVICE CENTER, ST. ALBANS, VERMONT

YEAR 3 / SECOND OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 2

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0040	CENTER MANAGER	2,000	HR.	\$33.92	\$67,840.00
0041	ASSISTANT CENTER MANAGER	22,000	HR.	\$24.14	\$531,080.00
0042	KEY ENTRY OPERATOR SUPERVISOR	76,000	HR.	\$11.90	\$904,400.00
0043	KEY ENTRY OPERATOR II	608,000	HR.	\$10.43	\$6,341,440.00
0044	SUPER. FILE/MAIL CLERK III	170,000	HR.	\$13.19	\$2,242,300.00
0045	FILE/MAIL CLERK II	1,356,000	HR.	\$10.67	\$14,468,520.00
0046	SECRETARY II	8,000	HR.	\$15.39	\$123,120.00
0047	SUPER. QUAL. CONTROL INSPECTOR	12,000	HR.	\$17.66	\$211,920.00
0048	QUALITY CONTROL INSPECTOR	98,000	HR.	\$15.39	\$1,508,220.00
0049	DRIVER MESSENGER	4,000	HR.	\$9.40	\$37,600.00
	TOTAL LABOR	2,356,000			\$26,436,440.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0050	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0051	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0052	PROPOSED FEE (CLIN 0050 + 0051 * 3%)				\$501.43
	ESC SUB-TOTAL				\$26,453,655.91
	YEAR 3 / SECOND OPTION YEAR ESTIMATED MAXIMUM TOTAL:				\$92,559,391.14

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

YEAR 4 / THIRD OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 3

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0001	CENTER MANAGER	2,000	HR.	\$31.56	\$63,120.00
0002	ASSISTANT CENTER MANAGER	14,000	HR.	\$21.48	\$300,720.00
0003	KEY ENTRY OPERATOR SUPERVISOR	58,000	HR.	\$13.61	\$789,380.00
0004	KEY ENTRY OPERATOR II	458,000	HR.	\$12.06	\$5,523,480.00
0005	SUPER. FILE/MAIL CLERK III	110,000	HR.	\$12.01	\$1,321,100.00
0006	FILE/MAIL CLERK II	878,000	HR.	\$10.40	\$9,131,200.00
0007	SECRETARY II	6,000	HR.	\$12.45	\$74,700.00
0008	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$16.91	\$135,280.00
0009	QUALITY CONTROL INSPECTOR	66,000	HR.	\$14.94	\$986,040.00
0010	DRIVER MESSENGER	750	HR.	\$12.45	\$9,337.50
	TOTAL LABOR	1,600,750			\$18,334,357.50
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0011	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0012	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0013	PROPOSED FEE (CLIN 0011 + 0012 * 3%)				\$501.43
	NSC SUB-TOTAL				\$18,351,573.41

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

SOUTHERN SERVICE CENTER, DALLAS, TEXAS

YEAR 4 / THIRD OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 3

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0014	CENTER MANAGER	2,000	HR.	\$31.62	\$63,240.00
0015	ASSISTANT CENTER MANAGER	12,000	HR.	\$21.51	\$258,120.00
0016	KEY ENTRY OPERATOR SUPERVISOR	46,000	HR.	\$15.30	\$703,800.00
0017	KEY ENTRY OPERATOR II	354,000	HR.	\$13.16	\$4,658,640.00
0018	SUPER. FILE/MAIL CLERK III	100,000	HR.	\$13.33	\$1,333,000.00
0019	FILE/MAIL CLERK II	804,000	HR.	\$11.43	\$9,189,720.00
0020	SECRETARY II	4,000	HR.	\$15.93	\$63,720.00
0021	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$20.66	\$165,280.00
0022	QUALITY CONTROL INSPECTOR	58,000	HR.	\$17.72	\$1,027,760.00
0023	DRIVER MESSENGER	1,500	HR.	\$11.74	\$17,610.00
	TOTAL LABOR	1,389,500			\$17,480,890.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0024	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0025	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0026	PROPOSED FEE (CLIN 0024 + 0025 * 3%)				\$501.43
	SSC SUB-TOTAL				\$17,498,105.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

WESTERN SERVICE CENTER, LAGUNA HIGUEL, CALIFORNIA

YEAR 4 / THIRD OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 3

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0027	CENTER MANAGER	2,000	HR.	\$38.52	\$77,040.00
0028	ASSISTANT CENTER MANAGER	22,000	HR.	\$25.03	\$550,660.00
0029	KEY ENTRY OPERATOR SUPERVISOR	76,000	HR.	\$17.31	\$1,315,560.00
0030	KEY ENTRY OPERATOR II	602,000	HR.	\$14.89	\$8,963,780.00
0031	SUPER. FILE/MAIL CLERK III	176,000	HR.	\$14.64	\$2,576,640.00
0032	FILE/MAIL CLERK II	1,408,000	HR.	\$12.72	\$17,909,760.00
0033	SECRETARY II	8,000	HR.	\$17.02	\$136,160.00
0034	SUPER. QUAL. CONTROL INSPECTOR	12,000	HR.	\$19.80	\$237,600.00
0035	QUALITY CONTROL INSPECTOR	100,000	HR.	\$17.02	\$1,702,000.00
0036	DRIVER MESSENGER	1,000	HR.	\$14.06	\$14,060.00
	TOTAL LABOR	2,407,000			\$33,483,260.00
<u>B. MATERIALS /OTHER DIRECT COSTS:</u>					
0037	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0038	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0039	PROPOSED FEE (CLIN 0037 + 0038 * 3%)				\$501.43
	WSC SUB-TOTAL				\$33,500,475.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

EASTERN SERVICE CENTER, ST. ALBANS, VERMONT

YEAR 4 / THIRD OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 3

LABAT-ANDERSON, Incorporated
October 18, 1994
Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0040	CENTER MANAGER	2,000	HR.	\$34.94	\$69,880.00
0041	ASSISTANT CENTER MANAGER	22,000	HR.	\$24.86	\$546,920.00
0042	KEY ENTRY OPERATOR SUPERVISOR	80,000	HR.	\$11.90	\$952,000.00
0043	KEY ENTRY OPERATOR II	636,000	HR.	\$10.43	\$6,633,480.00
0044	SUPER. FILE/MAIL CLERK III	178,000	HR.	\$13.19	\$2,347,820.00
0045	FILE/MAIL CLERK II	1,424,000	HR.	\$10.67	\$15,194,080.00
0046	SECRETARY II	8,000	HR.	\$15.39	\$123,120.00
0047	SUPER. QUAL. CONTROL INSPECTOR	14,000	HR.	\$17.66	\$247,240.00
0048	QUALITY CONTROL INSPECTOR	104,000	HR.	\$15.39	\$1,600,560.00
0049	DRIVER MESSENGER	4,000	HR.	\$9.40	\$37,600.00
	TOTAL LABOR	2,472,000			\$27,752,700.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0050	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0051	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0052	PROPOSED FEE (CLIN 0050 + 0051 * 3%)				\$501.43
	ESC SUB-TOTAL				\$27,769,915.91
	YEAR 4 / THIRD OPTION YEAR ESTIMATED MAXIMUM TOTAL:				\$97,120,071.14

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

YEAR 5 / FOURTH OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 4

LABAT-ANDERSON, Incorporated
October 18, 1994
Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0001	CENTER MANAGER	2,000	HR.	\$32.51	\$65,020.00
0002	ASSISTANT CENTER MANAGER	16,000	HR.	\$22.13	\$354,080.00
0003	KEY ENTRY OPERATOR SUPERVISOR	60,000	HR.	\$13.61	\$816,600.00
0004	KEY ENTRY OPERATOR II	480,000	HR.	\$12.06	\$5,788,800.00
0005	SUPER. FILE/MAIL CLERK III	116,000	HR.	\$12.01	\$1,393,160.00
0006	FILE/MAIL CLERK II	922,000	HR.	\$10.40	\$9,588,800.00
0007	SECRETARY II	6,000	HR.	\$12.45	\$74,700.00
0008	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$16.91	\$135,280.00
0009	QUALITY CONTROL INSPECTOR	70,000	HR.	\$14.94	\$1,045,800.00
0010	DRIVER MESSENGER	750	HR.	\$12.45	\$9,337.50
	TOTAL LABOR	1,680,750			\$19,271,577.50
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0011	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0012	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0013	PROPOSED FEE (CLIN 0011 + 0012 * 3%)				\$501.43
	NSC SUB-TOTAL				\$19,288,793.41

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

SOUTHERN SERVICE CENTER, DALLAS, TEXAS

YEAR 5 / FOURTH OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 4

LABAT-ANDERSON, Incorporated
October 18, 1994
Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0014	CENTER MANAGER	2,000	HR.	\$32.57	\$65,140.00
0015	ASSISTANT CENTER MANAGER	14,000	HR.	\$22.15	\$310,100.00
0016	KEY ENTRY OPERATOR SUPERVISOR	50,000	HR.	\$15.30	\$765,000.00
0017	KEY ENTRY OPERATOR II	398,000	HR.	\$13.16	\$5,237,680.00
0018	SUPER. FILE/MAIL CLERK III	106,000	HR.	\$13.33	\$1,412,980.00
0019	FILE/MAIL CLERK II	844,000	HR.	\$11.43	\$9,646,920.00
0020	SECRETARY II	6,000	HR.	\$15.93	\$95,580.00
0021	SUPER. QUAL. CONTROL INSPECTOR	8,000	HR.	\$20.66	\$165,280.00
0022	QUALITY CONTROL INSPECTOR	62,000	HR.	\$17.72	\$1,098,640.00
0023	DRIVER MESSENGER	1,500	HR.	\$11.74	\$17,610.00
	TOTAL LABOR	1,491,500			\$18,814,930.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0024	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0025	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0026	PROPOSED FEE (CLIN 0024 + 0025 * 3%)				\$501.43
	SSC SUB-TOTAL				\$18,832,145.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

WESTERN SERVICE CENTER, LAGUNA HIGUEL, CALIFORNIA

YEAR 5 / FOURTH OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 4

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0027	CENTER MANAGER	2,000	HR.	\$39.67	\$79,340.00
0028	ASSISTANT CENTER MANAGER	24,000	HR.	\$25.78	\$618,720.00
0029	KEY ENTRY OPERATOR SUPERVISOR	78,000	HR.	\$17.31	\$1,350,180.00
0030	KEY ENTRY OPERATOR II	630,000	HR.	\$14.89	\$9,380,700.00
0031	SUPER. FILE/MAIL CLERK III	184,000	HR.	\$14.64	\$2,693,760.00
0032	FILE/MAIL CLERK II	1,478,000	HR.	\$12.72	\$18,800,160.00
0033	SECRETARY II	8,000	HR.	\$17.02	\$136,160.00
0034	SUPER. QUAL. CONTROL INSPECTOR	14,000	HR.	\$19.80	\$277,200.00
0035	QUALITY CONTROL INSPECTOR	106,000	HR.	\$17.02	\$1,804,120.00
0036	DRIVER MESSENGER	1,000	HR.	\$14.06	\$14,060.00
	TOTAL LABOR	2,525,000			\$35,154,400.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0037	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0038	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0039	PROPOSED FEE (CLIN 0037 + 0038 * 3%)				\$501.43
	WSC SUB-TOTAL				\$35,171,615.91

IMMIGRATION AND NATURALIZATION SERVICE
SERVICE CENTER DATA ENTRY

Best and Final Offer

EASTERN SERVICE CENTER, ST. ALBANS, VERMONT

YEAR 5 / FOURTH OPTION YEAR

365 Days, or Fraction thereof, to Commence Upon Expiration of Year 4

LABAT-ANDERSON, Incorporated

October 18, 1994

Sol. No. HQ-93-22

CLIN	SUPPLIES OR SERVICES	ESTIMATED MAX. QTY.	U/I	PRICE	EXTENDED PRICE
<u>A. LABOR CATEGORIES:</u>					
0040	CENTER MANAGER	2,000	HR.	\$35.99	\$71,980.00
0041	ASSISTANT CENTER MANAGER	24,000	HR.	\$25.61	\$614,640.00
0042	KEY ENTRY OPERATOR SUPERVISOR	84,000	HR.	\$11.90	\$999,600.00
0043	KEY ENTRY OPERATOR II	666,000	HR.	\$10.43	\$6,946,380.00
0044	SUPER. FILE/MAIL CLERK III	200,000	HR.	\$13.19	\$2,638,000.00
0045	FILE/MAIL CLERK II	1,592,000	HR.	\$10.67	\$16,986,640.00
0046	SECRETARY II	8,000	HR.	\$15.39	\$123,120.00
0047	SUPER. QUAL. CONTROL INSPECTOR	14,000	HR.	\$17.66	\$247,240.00
0048	QUALITY CONTROL INSPECTOR	112,000	HR.	\$15.39	\$1,723,680.00
0049	DRIVER MESSENGER	4,000	HR.	\$9.40	\$37,600.00
	TOTAL LABOR	2,706,000			\$30,388,880.00
<u>B. MATERIALS / OTHER DIRECT COSTS:</u>					
0050	VAN, 3 DOOR (USG. FEE OF \$559.54/MTH * 12 MTHS)				\$6,714.48
<u>C. TRAVEL:</u>					
0051	ESTIMATED TRAVEL				\$10,000.00
<u>D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC'S & TRAVEL:</u>					
0052	PROPOSED FEE (CLIN 0050 + 0051 * 3%)				\$501.43
	ESC SUB-TOTAL				\$30,406,095.91
	YEAR 5 / FOURTH OPTION YEAR ESTIMATED MAXIMUM TOTAL:				\$103,698,651.14
	FIVE YEAR NOT-TO-EXCEED CONTRACT VALUE:				\$442,891,735.70

SECTION C - DESCRIPTION/SPECIFICATION/STATEMENT OF WORK (SOW)

1.0 GENERAL INFORMATION

1.1 Purpose

The Immigration and Naturalization Service (INS) has a need to acquire data entry and related support services for its Direct Mail Program at each of its four Service Centers (SCs). The support services are to consist of Mail and File Operations, Document Preparation, Data Collection and Capture and Fee Processing.

1.2 BACKGROUND. The mission of the INS is to administer and enforce the Immigration and Nationality Act (INA). In fulfillment of this mission, INS currently processes about 4 to 5 million applications and petitions each year plus related Legalization applications. Because of legislation such as Marriage Fraud Statutes, the Immigration Act of 1990, and other special INS mandated programs such as Asylum, Employment Authorization Documentation (EAD) and I-151 processing, INS projects this level to increase to approximately 6 million by Fiscal Year 1998.

In the past, aliens eligible to apply for benefits under the Immigration and Nationality Laws would submit their applications and petitions to one of 54 District Offices and Sub-Offices throughout the United States. To introduce greater efficiencies and improved productivity, INS established four Service Centers and initiated a Direct Mail Program. Under this program persons seeking benefits under the INA are directed to mail their applications and petitions directly to a Service Center rather than a District or Sub Office. This eliminates the transfer of cases (and associated files) from field offices to the Service Centers, and consolidates work associated with the case to the office that will adjudicate it. The four INS Service Centers supporting the Direct Mail Program are:

- o Northern Service Center, located in Lincoln, Nebraska.
- o Eastern Service Center, located in St. Albans, Vermont.
- o Southern Service Center, located in Dallas, Texas.
- o Western Service Center, located in Laguna Niguel, California

The Direct Mail Program is being implemented in three Phases. Phases I and II, which are presently operating at the SCs, involve the mailing of a limited number of applications and petitions to the SC for processing. In these cases, the Service Centers perform the initial processing of incoming case and will only involve local offices if an interview or investigation is required. Following the same pattern, Phase III will include all remaining applications and petitions and is currently being

implemented. To process the anticipated influx of documents, existing INS automated information systems, the Computer Linked Application Information Systems (CLAIMS) and the Receipt and Alien File Accountability and Control System (RAFACS), will be used to provide automated support for fee receipting, case and file tracking, adjudication, inquiry, status update, case history, and notification capabilities.

1.3 Security Clearances.

A small portion of the material to be handled will be classified (national security information). Therefore, certain Contractor personnel identified in H.24(a)(2) who are assigned to handle such material must be U.S. citizens and must possess a security clearance to the SECRET level. In addition, the contractor must obtain a facility clearance with the Defense Investigative Service (DIS). Employee security clearances shall be issued by the Defense Industrial Security Clearance Office (DISCO), after the facility clearance is in place. Personnel and facility clearance requirements (including those handling classified material) are addressed in Section H of the contract. Also addressed in Section H are details for requirements on obtaining access to various Federal buildings.

2.0 DEFINITIONS.

AAU: Administrative Appeals Unit.

ACCEPTED: An application/petition received where the correct fee is submitted or waived and the application/petition is signed. The qualifications for acceptance may change in accordance with statute, regulations, and Service policy.

ACCURACY: Data that is logical and correct, the data elements captured from source documentation matches the data reflected on the source documentation.

AFACS/RAFACS: Local A-Files Accountability and Control System that tracks the location of an individual file within an office.

A-FILE: A hard copy file relating to a single individual concerning any type of Service action (other than a nonimmigrant petition) which arises under the Immigration and Nationality Laws.

ALIEN: A person who is not a citizen or a national of the United States.

A-NUMBER: A ten character field which is used to uniquely identify an alien record.

APPEAL: Request to have a higher body review a prior decision.
(e.g. LAU, AAU or BIA) [Amend. 0008]

APPLICATION: A form submitted by an individual requesting an Immigration benefit.

BARCODE: A machine generated label affixed on the file folder or document corresponding to the file number of the file to facilitate the tracking of the file document electronically by AFACS or RAFACS.

BENEFICIARY: Those persons who receive Immigration benefits for petitions filed with the U. S. immigration and Naturalization Service.

BIA: Board of Immigration Appeals enjoined to arbitrate adverse decisions by the Service.

CIS: Central Index System. An automated data base which contains information on aliens and tracks A-File locations and transfers. This data base resides in the Justice Data Center in Washington, D.C.

CLAIMS: Computer Link Application Information Management System. a local area network application and petition processing system.

COMPLETED CASE: A application/petition which has been approved, denied or returned or initial processing completed.

COMPLETENESS: The completeness criteria shall apply at three levels of contractor responsibility (1) ensuring that data elements captured meet the standard of such systems as CLAIMS, CIS, RAPS, NACS, MFAS, FOIA/PA and all other systems, that all required information is present in the system, (2) ensuring accountability for source documentation, data and files and (3) ensuring the accurate routing, maintenance and identification of mail an files.

CORRECT: The data elements captured from source documentation match the source documentation.

CORRESPONDENCE: Incoming written material some of which relates to the processing of applications/petitions. Types of written material may include inquiries, congressional or public, and also responses to miscellaneous communications.

COTR: Contracting Officer's Technical Representative; an INS staff member designated to assist the Contracting Officer on technical compliance with the contract.

DACS: Deportable Alien Control System. An INS automated database residing in the Justice Data Center, Dallas, Texas which maintains information on aliens detained by the INS.

DEFECTIVE SERVICE: A service output that does not meet the standard of performance associated with it in the Performance Requirements Summary (PRS).

DENIAL: A notice advising an applicant/petitioner that the benefit sought is being denied.

DEPORTATION: The formal procedure where an alien is removed from the United States for violating the terms of his/her admission. This procedure is conducted in an administrative setting.

DIRECT MAIL: The process whereby a petitioner or applicant mails an application or petition directly to a SC for adjudication, rather than to a District Office. It may include cases with fees from other INS offices.

DO: District Offices. Immigration and Naturalization Service offices which have geographical jurisdiction over applicants / petitioners.

DOJ: Department of Justice. Department of which the Immigration and Naturalization Service is a component.

FCO: File Control Office. Authorized INS office which controls and maintains A-Files and also has jurisdiction over applications/petitions.

FEES: Amount of money charged for the filing of a particular type of application/petition.

FEE EXEMPT: Fee is not required for action.

FEE WAIVED: A fee is normally charged but for specified reasons a fee is not charged in specific instances. No payment of fees waived of applicant.

FILE CONNECTIONS: A file connection is accomplished when applications / petitions or correspondence is matched to and filed within the corresponding A-File.

FOIA/PA: Freedom of Information Act/Privacy Act.

HQOAB: Headquarters Quality Assurance Branch, a governmental body responsible for determining if quality programs are implemented and effective by reviewing program compliance, and validating work processes, documentation, and quality control.

HOSCO: Headquarters Service Center Operations. Oversees Management of Service Centers.

IMMACT: Immigration Act of 1990.

IMMIGRANT: An alien admitted or adjusted to the status of lawful permanent resident. Immigrants are those persons lawfully accorded the privilege of residing permanently in the United States.

INS: Immigration and Naturalization Service.

INTENT TO DENY: A notice sent to an applicant/petitioner advising them of possible adverse action to be taken on a petition/application.

IRCA: Immigration Reform and Control Act.

LAPS: Legalization Adjustment Processing System.

LEGALIZATION: A limited program mandated by Congress which granted temporary and permanent residence to aliens who had resided in the United States unlawfully since at least January 1, 1982. This program lasted from May 5, 1987 through May 4, 1988 or November 30, 1988 or December 22, 1989.

LOGICAL: The data elements meet the edit validation criteria of the system design.

MEASURING QUALITY: Each service must have a performance requirement. This can be based on historical records, a poll of managerial desires or agency imposed performance requirements. A performance requirement should rarely be zero (0) percent, for this indicates perfect or nearly perfect performance. Performance requirements must equal but not exceed the standards.

MFAS: Marriage Fraud Amendment System. An automated data base for tracking and processing applications to termination of conditional residence status.

MOTION: A request to re-open a denied case and to reconsider a decision.

MOTION ON APPEAL: Request to re-open an appeal denied by the BIA or AAU.

NACS: Naturalization Casework System. An automated data base which supports the processing of naturalization cases in INS offices.

NAILS: National Automated Immigration Lookout System. Identifies individuals who are suspected of unlawful activities or are otherwise of interest for enforcement purposes. This data base is located at the Justice Data Center in Dallas, Texas.

NIIS: Non-immigrant Information System. A central repository of information on non-immigrant visitors. This system is used to track and maintain status of all foreign visitors. This data base resides in the Justice Data Center in Dallas, Texas.

NON-IMMIGRANT: An alien in the United States for a temporary period to accomplish a specific purpose, such as foreign government officials, officials and employees of international organizations, visitors for business and pleasure, crewmen students, trainees and temporary workers.

NO-PROCESS APPLICATION/PETITION: Applications/petitions that cannot be processed and must be given to an authorized INS official for resolution.

NOTICE OF ACTION: A document sent to respondent describing intended action on an application/petition.

PERFORMANCE REQUIREMENT: The point that divides acceptable and unacceptable performance. It may be expressed as a percentage or as a specific number of defectives.

PETITION: A form filed by an individual or organization seeking to classify an alien for the issuance of a nonimmigrant or immigrant visa.

PETITIONER: One who files a petition on behalf of an alien.

PROCESSABLE DOCUMENTS: Source documents containing required data for data entry to an automated system.

POE: Port of Entry (Land, Sea or Airport). A place designated for the admission of aliens to the United States.

QUALITY ASSURANCE: A function which will encourage quality programs, attitudes and disciplines on the part of management and workers. Assurance means that if the processes are followed management can be "assured" of the product/service quality; and quality means meeting requirements.

QUALITY ASSURANCE SURVEILLANCE PLAN: An organized written document used by the Government for Quality Assurance surveillance. The document contains specific methods to perform surveillance of the contractor.

QUALITY CONTROL: Those processes and methods used to monitor work and observe whether requirements are met. The control in quality control mean defining the objective of the job, developing and carrying out a plan to meet that objective and checking to determine if the anticipated results or objectives

are achieved. These are the activities developed by the contractor and validated by the government to ensure that contract deliverables meet requirements.

RAFACS/AFACS: Local receipt file and A-File Accountability and Control System that tracks the location of individual files within a Service Center.

RECEIPT NOTICE: A document confirming the receipt by INS.

RECEIPT NUMBER: A thirteen (13) character number given by CLAIMS, to each case accepted for INS processing.

REJECTS: Those applications/petitions that are not accepted.

REMOTED CASE: A case sent to another INS office for adjudication.

RESPONSIBLE PARTY FILING SYSTEM: The Responsible Party Filing System (RPFS) is a method of storing A-Files that uses the automated Receipt and A-Files Accountability and Control System (RAFACS) to track shelf location rather than the manual method of filing by Terminal Digit Order (TDO). RPFS is a random storage and retrieval method that allows the storage of A-Files in available shelf space.

RESUBMITTED CASE: A case previously accepted which has been returned to the applicant/petitioner for additional information and is now resubmitted to INS for action.

REPLENISHMENT AGRICULTURAL WORKER (RAW): Any individual granted temporary resident status or permanent resident status under section 210A of the Act.

SAMPLING GUIDE: A written procedure which states what will be checked, the standard of performance, and how the checking will be done.

SAMPLING PLAN: A plan which indicates the performance requirement, the number of units from each lot/batch which are to be inspected (sample size and the criteria for determining the acceptability or rejection), used to develop the sampling guide.

SERVICE: A job which calls directly for a contractor's time and effort. The service is to be performed to the standard and within the performance requirement. The contractor must accomplish the specific job and meet the standard and the performance requirement before the performance can be considered acceptable.

SERVICE CENTER (SC): A processing facility responsible for the receipt, fee collection and adjudication of applications/petitions, waivers, appeals and motions filed for immigration benefits.

SERVICEWIDE CIRCULAR: An automated circular produced quarterly listing Field Office missing files.

SPECIAL SEARCHES: Special searches are conducted by FCOs to locate missing files / documents.

STANDARD: An acknowledged measure of comparison.

SPECIAL AGRICULTURAL WORKER (SAW): Any individual granted temporary or permanent resident status under section 210 of the Immigration and Nationality Act.

STSC: Student/Schools System. An automated data base which maintains information on all non-immigrant foreign students while they are in the United States and the schools authorized to enroll them.

TERMINAL DIGIT FILING SYSTEM: A manual process of arranging A-Files on open file shelving. The files are prefixed with the letter "A" followed by either 7 or 8 digits. The odd numbers are placed on the left tab of the file jacket, the even numbers on the right tab. The files are grouped by the 3 terminal digits, then numerically by the first 5 digits. (Example, all files with last 3 digits or 726 are placed together from higher number order; i.e., A30 610 726 would precede A38 078 726 and follow A 18 249 726.

WAIVER: An Application submitted by an alien to overcome a ground of ineligibility for a benefit.

3.0 SCOPE OF WORK. The Contractor shall provide accurate, current and cost effective on-site Facilities Management and Data Entry support services for the Immigration and Naturalization Service (INS) in four service centers: Lincoln, NE; St. Albans, VT; Dallas, TX; and Laguna Niguel, CA. These support services shall consist of data collection, data capture, mail operations, file operations, fee processing, document preparation and quality control. The contractor shall process increasing volumes of applications and petitions over the life of this contract. Minimum Labor category qualifications are detailed in "Appendix A" to this Section C.

3.1 DATA COLLECTION, DATA CAPTURE AND FEE PROCESSING. The contractor shall:

- utilize various INS automated systems such as , but not limited to: CLAIMS, RAFACS, AFACS, CIS, NIIS, STSC, DACS, RAPS, MFAS, NACS, NAILS, LAPS and FOIA/PA Case Tracking.
- monitor and maintain accountability and overall maintenance of all source documents (see Section J.8) and fees collected during the data collection and data capture process in accordance with INS Fee Collection procedures.
- provide key entry of data from various applications / petitions, documents.
- visually review applications/petitions and documents for correct fee and signature on check/application. Identify problem/deficient applications, making corrections if possible or returning to the INS or applicant, if necessary.
- verify number and type of fees remitted against the amount required for the type and quantity of Immigration Benefits sought.
- collect fees; fees shall be collected, controlled, safeguarded and accounted for in accordance with Department of Treasury (DOT) and INS fee collection procedures. Collected fees shall be deposited for credit to the account of the U.S. Treasury in accordance with DOT and INS deposit of remittance procedures. The Contractor will be held accountable for errors reported by the Treasury.
- generate individual fee register; balance the fees collected against the fee register; account for the fees rejected and collected against the fee register.
- generate and affix bar codes to applications/petitions and file jackets.
- verify entry of every application/petition into the database.
- perform system queries and system updates.
- develop validation procedures to verify and document data accuracy rates of keyers and all data that is entered into the database.
- Correct or update system records from supplemental documents, corrected information, INS decisions, and other types of necessary data base additions and/or modifications.

- Perform daily monitoring and document quality control checkpoints to ensure proper data entry.

In addition, the contractor awarded this contract shall, at the Government's request, participate in the testing and/or research and development of new or enhanced technology including imaging and other software testing.

Successful performance of the above task, is demonstrated in the chart in attachment J-9 in this contract.

3.2 INCOMING MAIL OPERATIONS.

The contractor shall:

- receive all incoming applications/petitions and other material (this includes signing for registered, certified, and express mail).
- maintain control logs on special services mail.
- sort envelopes by size for automated mail opening.
- count and date stamp all incoming applications/petitions and other material.
- sort envelopes by action type (classified or non-classified).
- sort all incoming mail as to whether or not it is to be opened by the mail room. Mail not to be opened: Classified, Secret, Confidential, Equal Employment Opportunity (EEO), Personnel, personal, and any other mail designated not to be opened by the mail room. (However, it may be necessary to open an outer envelope to determine the type of mail and the addressee.) The mail shall be date stamped, routed and delivered directly, unopened, to the appropriate unit or individual to who it is addressed. All other mail shall be opened date-stamped and sorted by application / petition form type.
- deliver unopened classified mail to designated INS personnel.
- provide internal office delivery (except classified) of applications/petitions, material and other correspondence to the appropriate locations (work stations) no less than twice a day.
- count and maintain statistics on all incoming applications/petitions and materials.

- batch applications/petitions, materials and other correspondence by type and destination.
- provide for transportation/vehicle and courier service to and from Post Office at each site.
- assemble applications / petitions and supporting documentation and place in A-File or Receipt File folder in accordance with INS procedures.

The contractor shall collect, control, safeguard and maintain accountability of all fees collected or rejected in accordance with the applicable INS and Department of Treasury manuals and directives (see Section 7.0 on page C-18) from the time of receipt/opening in mail room through submission to the bank for deposit or until returned to applicant / petitioner or given to INS for action.

Successful performance of the above task, is demonstrated in the chart in attachment J-9 in this contract.

3.3 OUTGOING MAIL OPERATIONS. The contractor shall:

- collect internal outgoing mail from each designated pick-up point in the Service Center no less than twice a day. Outgoing mail includes A-Files, Receipt files, applications/petitions, material and other mail.
- prepare computer generated mailers.
- ensure envelopes and packages are properly sealed.
- weigh outgoing mail; affix appropriate postage using a mail metering system.
- when necessary, affix registration number, certification number, and return receipt post card.
- keep log on certified and registered mail.
- prepare express mail.
- ensure use of the most economical mail service that meets the requirements of this specification.

Successful performance of the above task, is demonstrated in the chart in attachment J-9 in this contract.

Note: The contractor shall process incoming and outgoing mail using automated equipment such as bursters, inserters, decollaters, metering devices and equipment that folds, inserts letters into envelopes and seals and meters the envelope.

3.4 FILE OPERATIONS. The contractor shall:

- update files received from internal operating units, other Service Centers, District Offices, File Control Offices; and Case Control Offices in the local RAFACS.
- sort files by terminal digit or responsible party system, as determined by specific Service Center.
- place files on shelves.
- upon receipt of A-File or Receipt File Request, update electronic systems as required, retrieve and transfer to requestor.
- perform A-File or Receipt File retirement.
- perform A-File transfer confirmations (FTCs).
- perform A-File transfer privileged request (FTPs).
- perform A-File transfer requests (FTRs).
- perform A-File transfer indication (FTIs).
- perform file connections.
- perform A-File transfer maintenance (FTMs).
- perform A-File maintenance, to include interfiling of materials (i.e. documents, forms, correspondence, etc.) that relate to files. Replace damaged file folders, and create files (manual and automated) for cases for which a file does not exist.
- consolidate A-Files (manual and automated) when two or more files relating to the same person exist.
- retrieve files from shelves; pack and label files for shipping to Federal Records Center (FRC) per INS policies on Records Management.
- create receipt files.
- create temporary A-Files.
- photocopy files, or parts thereof, and documents.
- re-arrange A-Files and Receipt files when it becomes necessary to create more space on shelves.
- perform file audits.

- produce AD HOC reports.
- conduct special searches.
- conduct Servicewide circular searches.

Successful performance of the above task, is demonstrated in the chart in attachment J-9 in this contract.

3.5 DOCUMENTATION PREPARATION. The contractor shall:

- produce various types of documents and notices such as: Employment Authorization Documentation (EAD), Naturalization Certificates, Certificates of Citizenship, Reentry Permits, decision notices, etc. Documents shall be controlled and produced in accordance with INS guidelines for document production.
- store documents in a secured area with limited access.
- keep and maintain logs of every document prepared.
- prepare Document Transmittal Sheets according to document type.
- process, monitor and maintain accountability of all security documents during production in accordance with INS procedures.

As technology changes, the processing steps in the preparation of documents will change. The contractor shall adapt to these changes.

Successful performance of the above task, is demonstrated in the chart in attachment J-9 in this contract.

3.6 QUALITY CONTROL (QC). The contractor shall develop and implement a systematic QC program at all sites and for all functions/services specified in the contract. The program shall include a detailed QC Plan. This QC Plan shall include the methodology and procedures for an inspection system covering all the services listed on the Performance Requirements Summary (Attachment J.9). It must specify the areas to be inspected on either a scheduled or unscheduled basis, how often the inspections will be accomplished, the title of the individual(s) who will perform the inspection, the methods for identifying and preventing defectives in the quality of the services performed before the level of performance becomes unacceptable, and maintenance and retention of on-site records of all contractor conducted inspections and the corrective action taken. This documentation shall be make available to the Government during the term of the contract. The contractor shall keep the QC Plan

updated to reflect the most current procedures. The contractor shall submit a copy of each update to the on-site technical representative 5 working days prior to the implementation of the changed procedure. The technical representatives will direct any comments on the changed procedures to the COTR for transmittal to the contractor (See Attachment J.10 for schedule of deliverables).

3.7 **PROJECT MANAGEMENT.** The contractor shall appoint a Project Manager (PM) to oversee the performance of all work under this contract. This PM shall be the primary liaison with the COTR. The PM shall, at a minimum, personally visit each of the Service Center sites at least once per quarter and report their findings in writing to the COTR.

3.7.1 **PROJECT MANAGEMENT PLAN.** The contractor shall develop a project management plan consisting of and describing the following minimum requirements:

- transition plan to include phase-in and phase-out.
- daily procedures for accomplishing the tasks in this statement of work.
- schedules and milestones.
- personnel plan, to include:
 - organizational charts
 - personnel structure charts
 - hiring plan to include:
 - o recruitment methods
 - o clearance processing
 - o placement and retention
 - o subcontracting
 - o qualification verification methodology to ensure compliance with contract position descriptions
 - job descriptions
 - performance standards
 - contingency plans for personnel shortages/absences
- training plan, to include:
 - operational procedures
 - security requirements
 - privacy act procedures
 - procurement integrity
- progress reporting methodology
- management summary preparation

- Quality Control Program.

3.7.2 **OPERATIONAL PROCEDURES MANUAL.** The contractor shall develop operational procedures consisting of and describing the following minimum requirements:

- methodology for accountability of fees collected or rejected from receipt/opening in mail room through submission to the bank for deposit or returned to applicant or petitioners.
- the operational methodology, monitoring, and validation process for tasks 3.1 through 3.5.
- contingency plans for every operation due to system failures, or other emergencies.
- outline the formats and contents of each report and deliverable (see clause F.8 for a list of deliverables and Attachment J.10 for a schedule of deliverables).

4.0 **QUALITY ASSURANCE.**

4.1 **GOVERNMENT SURVEILLANCE.** A Quality Assurance Surveillance Plan has been developed to assist Government Quality Assurance Evaluators (QAEs) in surveilling the Contractor's adherence to the contract standards and the performance requirements established by Attachment J.9. The Government may use a variety of surveillance methods to evaluate the Contractor's performance. These include, but are not limited to, Planned Sampling of output items, Random Sampling of recurring services, management information systems reported results and customer complaints. The QAEs will consist of the Quality Assurance Branch (QAB) staffs at the SCs and at INS Headquarters, as well as the COTR or designated on-site representatives.

4.1.1 **CRITERIA FOR EVALUATING PERFORMANCE.** All surveillance observations will be recorded by the Government. Performance of a listed service will be accepted when the number of defectives found by the QAE during contract surveillance does not exceed the number or percentage of defectives allowed by the performance requirements established in Attachment J.9. When an observation indicates defective performance, the QAE will request the Contractor's representative to initial the observation.

4.1.2 **CONTRACT DISCREPANCY REPORT (CDR).** If performance in any area is judged unacceptable by the QAD (e.g. defects equal or exceed the performance requirements in Attachment J.9), a CDR (shown as Attachment J.7) will be issued by the Contracting Officer. The Contractor shall complete Blocks 9 and 10 explaining in writing why performance was unacceptable, how performance will be returned to acceptable levels and how

recurrence of the problem will be prevented in the future. The Contracting Officer will evaluate the Contractor's explanation and determine what further action, if any, is required.

4.1.3 **PERFORMANCE EVALUATION MEETINGS.** The Contractor's on-site Center Manager shall meet with the QAE or COTR's designated on-site representative weekly during the first month after contract award to coordinate any contract transition. Meetings will be as often as necessary thereafter as determined by the Contracting Officer or their designated representative. However, if the Contractor requests, a meeting will be held whenever a Contract Discrepancy Report (CDR) is issued. Both parties to the meeting shall prepare minutes of the meeting. These minutes shall be exchanged and any discrepancies resolved. Should the Contractor not concur with the minutes, the Contractor shall state any areas of nonconcurrency in writing to the Contracting Officer within 10 calendar days of receipt of the signed minutes.

4.2 **CUSTOMER COMPLAINTS.** INS personnel shall report problems with the data entry and related support services on customer complaint forms submitted to the QAE. The QAE will contact the cognizant Government supervisor to verify the complaint. If the complaint is valid, the QAE will notify the COTR who will inform the Contractor's Project Manager (PM) of the defect. The PM shall submit a plan to the COTR within 2 working days delineating the methodology and milestones for resolving the reported problems. The plan, initially, may be presented by telephone or facsimile but must formally be submitted in writing. The COTR shall approve or disapprove the plan. If approved, the plan shall be implemented and periodic status reports provided to the COTR. If the plan is not approved, the COTR will develop (within the COTR's authority) with the PM a mutually satisfactory action plan. This plan shall be implemented immediately upon final approval by the COTR. If subsequent evaluations show that the problem still exists and the performance requirement for that standard as stated in Attachment J.9 has been equaled or exceeded, then the Contracting Officer will issue a CDR.

4.3 **ESCALATION PROCEDURES.** Contractor personnel shall report problems regarding the performance of the data entry and related support services to the PM. If he/she cannot resolve the problems satisfactorily, the PM shall escalate the problems to the COTR for resolution. This escalation of a problem to the COTR shall not relieve the Contractor of responsibility under any other section of this contract.

4.4 **PERSONNEL CHANGES.** INS reserves the right to require the replacement of contractor personnel performing work under this contract upon determination by the Contracting Officer that such replacement is in the best interest of the INS. The contractor shall comply with such a request within 30 days after receiving written notification from the Contracting Officer.

5.0 GOVERNMENT FURNISHED PROPERTY AND FACILITIES.

5.1 GOVERNMENT FURNISHED. For all contractor employees billable and included under the Section 2 labor categories ONLY, INS will provide work space with desks and other office furniture, computer resources, INS stationary, telephones, computer terminals, custodial services and equipment maintenance, access to mail processing and document reproduction equipment, and security containers for fees and sensitive material. The Government furnished equipment shall be managed in accordance with Government Property Clauses of this contract.

In addition, the Government will provide all essential office supplies necessary for production related work to meet the requirements of the contract. These supplies shall include, but are not limited to: pens, pencils, paper clips, staplers, memo pads, reproduction paper, electronic calculators, staple removers, rulers, binders, and scissors, etc.

5.2 ADDITIONAL REQUIREMENTS. THE PM shall submit requests for additional or replacement government furnished equipment required in the performance of this contract to the COTR.

5.3 FACILITY INSPECTION. Prior to the contract start date and end date, the on-site technical representative and PM shall conduct an inspection and inventory of the Government facilities and equipment to document the condition and state of repair of the facilities and equipment to be operated or used by the contractor. The technical representative will prepare a condition report subsequent to this inspection and will furnish a copy of this report to the contractor. The contractor shall acknowledge receipt and acceptance of the condition report/inventory.

5.4 ADP EQUIPMENT. The government will provide:

- hardware, PC AT CLONES emulated 3270. Microchannel PC in LAN, printers and associated peripherals
- access to software applications such as Computer Linked Application Information Management System (CLAIMS)

6.0 CONTRACTOR FURNISHED PROPERTY AND EQUIPMENT - The Contractor shall provide its own essential office supplies (including those listed in section 5.1, paragraph 2 above) necessary to perform its internal business and administration of employees (non-production related requirements). In addition, the Contractor shall provide office space not located within any Service Center or Government facility for the Project Manager and any support staff not directly billable under the contract.

7.0 DIRECTIVES AND MANUALS REFERENCE LIST. The contractor shall follow the guidance in the directives and manuals identified

below. If conflicts exist between the various manuals and directives, the COTR will resolve the discrepancies for the PM. All manuals and directives will be on-site for the contractor's use. If manuals are missing or incomplete, the PM shall notify the on-site COTR. INS personnel are responsible for maintaining the manuals and directives. The PM is responsible for keeping current on any changes to the following manuals and directives.

- Privacy Act of 1974
 - 8 C.F.R. § 103.20 et. seq.
 - 28 C.F.R. § 16.40 et. seq.
- INS Policies, Instructions and Procedures regarding:
 - Security Information and Instructions
 - Limited Use Information
 - Records Management activities
 - Employee's Duties and Responsibilities
 - Fee Collections
 - Deposit Remittance
 - ADP Security
 - Effective Cash Management
 - Schedule of Collections
- Central Index System (CIS) Users Manual
- Computer Linked Application Information Management System (CLAIMS) Users Manual
- Refugee Asylum and Parole Systems (RAPS) Users Manual
- Marriage Fraud Amendment System (MFAS)
- INS Correspondence Manual (Chapter 6 Sending Correspondence)
- DOJ Standard of Conduct, 28 CFR Part 45.731
- DOJ Orders 2620.7 - Limited Official Use and 2640.2 - ADP Security
- FOIA/PA Case Tracking System Users Manual
- AFACS/RAFACS Users Manual
- Treasury Finance Manual (TFM)
 - Part 5, Chapter 2000, Checks and Cash Received in Collections
 - Chapter 8000, Cash Management

8.0 MANAGEMENT REPORTS/DELIVERABLES. (See clauses F.7 and Attachment J.10)

8.1 DESCRIPTION OF DELIVERABLES. (See clause F.8)

SECTION C - APPENDIX A

Minimum Labor Category Qualifications

1. PROJECT MANAGER - SKILL #1

a. Duties: The Project Manager plans, organizes, and controls the overall activities of the contract at four (4) geographically dispersed sites (i.e project management, technical work, quality control, scheduling and costs associated with various task orders issued under the contract). The Project Manager is the contractor's primary interface with the Government Representative and INS personnel locally and at INS Headquarters. The Project Manager ensures that all contractor performed activities at the four (4) site locations are operated in conformance with the terms and conditions of the contract and with the individual task orders issued.

b. General experience: At least eight (8) years of progressively responsible experience in records or information systems management, including financial, administrative, and project management responsibilities. The Project Manager must possess strong verbal and written communication skills to function in a high level executive environment.

c. Specialized experience: At least four (4) years of experience relating directly to the management and oversight of records or information systems operations, including administering contracts, major project operational oversight, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large scale project involving data entry, mail and file management, and quality control. Must have a minimum of two (2) years of Government contract management experience.

d. Education: Must have earned an advanced degree (graduate level or equivalent), in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

2. CENTER MANAGER - SKILL #2

a. Duties: The Center Manager is responsible for the overall contract operation at one of the four (4) Records Management sites. Duties include, but are not limited to, insuring compliance with the contract requirements; providing supervision and training to

contractor personnel; setting goals and establishing priorities; maintaining liaison with the Project Manager and INS personnel; accountability for fee collections; monitoring contract costs and service quality; and providing technical guidance and problem resolution on Records Management issues.

b. General experience: At least seven (7) years of progressively responsible experience in records management operations involving data entry, mail and active file management and fee collection. Must have a demonstrated ability to communicate effectively, both orally and in writing.

c. Specialized experience: At least three (3) years experience relating directly to the management or supervision of a records management operation. No substitution of education for specialized experience is permitted.

d. Education: Must be a high school graduate or equivalent.

3. ASSISTANT CENTER MANAGER - SKILL #3

a. Duties: Responsible for the day-to-day operation of the contract at one of the four Records Management sites. Duties include, responsibility for and monitoring of the data entry, fee collection, document production, mail and file operations, and quality control processes to insure compliance with the contract. Responsible for the day-to-day planning and coordination with other contract supervisors and quality control personnel. Maintains liaison locally with INS personnel and the Center Manager.

b. General experience: At least (3) years direct records management experience.

c. Specialized experience: At least (1) year management/supervisory experience in directing a records management program. No substitution of education for specialized experience is permitted.

d. Education: Must be a high school graduate or equivalent.

4. KEY ENTRY OPERATOR (SUPERVISORY) - SKILL #4

a. Duties: Responsible for supervising and training data entry/document production personnel in the data entry and document preparation requirements of this contract. Duties include, preparing and maintaining statistical reports and backlog activities, performing

data entry via keypunch, key-to-tape, key to disk, or similar devices including verification where applicable, designing, setting-up, and implementing special screen formats for specific data entry equipment, performing special transactions (modification/deletion of information from data bases) that are restricted to key data entry personnel, balancing fees collected and providing written procedures for section operations and instructions for assignments or to supplement instructions received from higher levels, setting priorities, assigning work, furnishing instructions for recurring work, preparing and maintaining daily logs and statistical reports, verifying document accuracy and maintaining accountability of documents during production.

b. General experience: Three (3) years in data entry, documentation preparation and verification via key punch, key to tape, key to disk, or similar devices. Must possess good oral and written communication skills.

c. Specialized experience: One (1) year experience supervising personnel in data entry or document production activities or demonstrated experience as a team leader or trainer. Formal specialized training may be substituted on the basis of one (1) month of training for one (1) month of supervisory experience not to exceed twelve (12) months.

d. Education: Must be a high school graduate or equivalent.

5. KEY ENTRY OPERATOR II - SKILL #5

a. Duties: Performing data entry on routine and repetitive work via keypunch, key-to-tape, key to disk, or similar devices including queries and updates, fee collection, and verification. May perform other routine data entry work in accordance with contract requirements. Responsible for producing a variety of different types of Immigration documents and notices such as: Employment Authorization Documentation (EAD), Naturalization Certificates, Certificate of Citizenship, Re-entry Permits, decision notices, etc., using automated systems, such as word processing equipment, or personal computers or work stations linked to a larger computer or local area network, providing typing support in the preparation of a variety of documents using various types of software (e.g., Word processing) and printing equipment to create, copy, edit and print a variety of documents, correspondence, memos, notices, forms, and reports, maintaining logs on documents and correspondence prepared, preparing document transmittal sheets according to document type when one of the above documents are transmitted to another office, and maintaining accountability of all documents during

production. May also perform routine clerical tasks, such as photocopying documents, files or parts thereof and case distribution.

b. General experience: At least two (2) years experience in the preparation of documents or transcription of data from various types of sources and formats to computer media, one (1) of which is specialized experience. Skill in using various types of hardware and software.

c. Specialized experience: Formal specialized training (not inclusive of high school) may be substituted on the basis of one (1) month of training for one (1) month of specific experience not exceed six (6) months.

d. Education: Must be a high school graduate or equivalent.

6. MAIL/FILE CLERK III (SUPERVISORY) - SKILL #6

a. Duties. Responsible for supervising, administering and training mail and file personnel. Duties includes, analyzing, and suggesting improvements, coordinating with other sections and branches on work requirements or solving problems, preparing and maintaining statistical reports and backlog activities. Responsible for providing written procedures for section operations and instructions for assignments or to supplement instructions received from higher level. On occasion, may perform routine work as described in Skill Level 7.

b. General experience: At least three (3) years experience in mail/file room operations. Must have good working knowledge of the general provisions of a mail and file operation and possess good oral and written communication skills.

c. Specialized experience: One (1) year experience supervising personnel in mail and file room activities or demonstrated experience as a team leader or trainer. Formal specialized training may be substituted on the basis of one (1) month of training for one (1) month of supervisory experience not to exceed twelve (12) months.

d. Education: Must be a high school graduate or equivalent.

7. MAIL/FILE CLERK II - SKILL #7

a. Duties: Performing all mailing and filing requirements specified in the contract. Specific duties include but are not limited to: Prescreening applications/petitions received via mail for correct fee

and signature, assembling applications/petitions and supporting documentation, sorting and batching by form type, using automated equipment to process mail, maintaining control logs on mail such as: registered, certified, and special handling, counting and maintaining statistics on incoming and outgoing mail, distributing and collecting mail from designated areas, folding, placing mail in envelopes and addressing, updating files and case status in Service tracking programs, and performing such filing functions including special searches, retrieving, maintenance, A-File creation (manual and electronic), photocopying, consolidation, file audits, interfiling, security, sorting, searching for files listed on servicewide circulars, tracking and maintenance. Additional duties may include assisting Driver Messenger to transport mail from and/or to Post Office to include loading and unloading, and signing for registered or certified mail. May require long periods of standing, bending, lifting and carrying packages, etc.

b. General experience: At least two (2) years of experience in processing mail or file activities one (1) of which is specialized experience in processing mail or file activities. Must have knowledge of mail handling and postal regulations for control and processing various types of mail, including registered, certified and special handling. Requires basic knowledge of numerical and alphabetical filing system.

c. Specialized experience: Formal specialized training (not inclusive of high school) may be substituted on the basis of one (1) month of training for one (1) month of specific experience not to exceed six (6) months.

d. Education: Must be a high school graduate or equivalent.

8. SECRETARY II - SKILL #8

a. Duties. Providing secretarial support to the Center Manager, assisting Center Manager by performing normal personnel actions including preparation and review for completeness of security packets for prospective employees, working independently with a minimum of supervision and guidance, preparing progress reports as directed by Center Manager, handling differing situations, problems, and deviations in work of the office according to the supervisor's and actions items, general instructions, priorities, duties, policies, and program goals, screening telephone calls, incoming correspondence and actions items, scheduling tentative appointments without prior clearance, making arrangements for conferences and meetings and assembling background materials as directed, attend meetings and

reporting on the proceedings, making travel arrangements for Center Manager and staff and maintaining Center Manager's calendar and time and attendance reports.

b. General experience: At least three (3) years experience as a secretary.

c. Specialized experience: Formal specialized training may be substituted on the basis of one (1) month of training for one (1) month of specific experience not to exceed twelve (12) months.

d. Education: Must be a high school graduate or equivalent.

9. DRIVER MESSENGER - SKILL #9

a. DUTIES: Driving vehicle such as a truck or van to deliver and pick up mail from Post Office, signing for registered and certified mail picked up at the Post Office, making deliveries to widely separated government offices and departments, obtaining receipts for articles delivered and keeping a log of items received and delivered. May perform routine work as described in Skill Level 7.

b. General experience: At least two (2) years of experience in processing mail one (1) of which is specialized experience. Possession of a valid driver's license for the applicable state and an excellent driving record is required. May require long periods of standing, bending, lifting and carrying packages, etc.

c. Specialized experience: Formal specialized training (not inclusive of high school) may be substituted on the basis of one (1) month of training for one (1) month of specific experience not to exceed six (6) months.

d. Education: Must be a high school graduate or equivalent.

10. SUPERVISORY QUALITY CONTROL INSPECTOR - SKILL # 10

a. Duties: Responsible for supervising and training QC Inspectors in quality control procedures and requirements. Duties include ensuring that quality of work standards in all operational areas are in compliance with the contract, developing quality control procedures, reviewing quality control reports, compiling and evaluating data, preparing weekly/ monthly reports reflecting the levels of performance in all requirements laid out in the Performance Requirements Summary, defining problems and suggesting improvements; explaining and interpreting basic information

requirements and quality control procedures, preparing reports and documentation supporting findings and presenting recommendations for resolutions orally and in writing.

b. General experience: At least three (3) years of progressive Quality Control experience. Must have the ability to provide written procedures for section operations and instructions for assignments or to supplement instructions received for higher level. Must have good oral and written communication skills.

c. Specialized experience: At least two (2) years of experience in supervising personnel in Quality Control activities or demonstrated experience as a team leader or trainer. (Formal specialized training may be substituted on the basis of one (1) month of training for one (1) month of specific experience not to exceed twelve (12) months.

d. Education: Must be a high school graduate or equivalent.

11. QUALITY CONTROL INSPECTOR - SKILL # 11

a. DUTIES: Verifying compliance with work standards, paying particular attention to timeliness and accuracy of work performed, screening problem documents for corrective action, keeping logs and using random sampling to evaluate process efficiency. Responsible for recognizing lack of data in source documents or illegible data which might invalidate sample, investigating complaints and violations and preparing reports of findings and action taken or recommended and recommending changes in standards, administrative procedures, methods and standards.

b. General experience: At least two (2) years of experience in quality control activities one (1) of which is specialized experience. Must have the ability to identify problems and suggest solutions.

c. Specialized experience: Formal specialized training (not inclusive of high school) may be substituted on the basis of one (1) month of training for one (1) month of specific experience not to exceed twelve (12) months.

d. Education: Must be a high school graduate or equivalent.

DEPARTMENT OF DEFENSE
CONTRACT SECURITY CLASSIFICATION SPECIFICATION

The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.

1. CLEARANCE AND SAFEGUARDING

a. FACILITY CLEARANCE REQUIRED

SECRET

b. LEVEL OF SAFEGUARDING REQUIRED

2. SPECIFICATION IS FOR: (X and complete as applicable)

3. THIS SPECIFICATION IS: (X and complete as applicable)

a. PRIME CONTRACT NUMBER		a. ORIGINAL (Complete date in all cases)	Date (YYMMDD)
b. SUBCONTRACT NUMBER		b. REVISED (Supersedes all previous specs)	Revision No. Date (YYMMDD)
c. SOLICITATION OR OTHER NUMBER	Due Date (YYMMDD)	c. FINAL (Complete Item 5 in all cases)	Date (YYMMDD)
X HO-93-22	931001		

IS THIS A FOLLOW-ON CONTRACT? YES NO. If Yes, complete the following:

Classified material received or generated under _____ (Preceding Contract Number) is transferred to this follow-on contract.

IS THIS A FINAL DD FORM 254? YES NO. If Yes, complete the following:

In response to the contractor's request dated _____, retention of the identified classified material is authorized for the period of _____

4. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)

a. NAME, ADDRESS, AND ZIP CODE	b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)
BID PURPOSES ONLY		

5. SUBCONTRACTOR

a. NAME, ADDRESS, AND ZIP CODE	b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

6. ACTUAL PERFORMANCE

a. LOCATION	b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)
US Department of Justice Immigration & Naturalization Service Washington, DC 20536	N/A	

9. GENERAL IDENTIFICATION OF THIS PROCUREMENT

Support service for direct mail program

10. THIS CONTRACT WILL REQUIRE ACCESS TO:	YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	YES	NO
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION		X	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	X	
b. RESTRICTED DATA		X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	X	
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION		X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL		X
d. FORMERLY RESTRICTED DATA		X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE		X
e. INTELLIGENCE INFORMATION:			e. PERFORM SERVICES ONLY		X
(1) Sensitive Compartmented Information (SCI)		X	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES		X
(2) Non-SCI		X	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER		X
f. SPECIAL ACCESS INFORMATION:			h. REQUIRE A COMSEC ACCOUNT		X
(1) INFORMATION		X	i. HAVE TEMPEST REQUIREMENTS		X
(2) INFORMATION ON GOVERNMENT INFORMATION		X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS		X
g. LIMITED DISSEMINATION INFORMATION		X	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE		X
h. FOR OFFICIAL USE ONLY INFORMATION	X		l. OTHER (Specify)		
i. OTHER (Specify)					

PUBLIC RELEASE. Any information (classified or unclassified) Manual or unless it has been approved for public

...aining to this contract shall not be released for public / appropriate U.S. Government authority. Proposed public

...n except as provided by the Industrial / will be submitted for approval prior to release

Direct Through (Specify):

NONE AUTHORIZED

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

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

CLASSIFICATION GUIDANCE AS FOLLOWS:

Actual knowledge of, generation, or production of classified information is not required for performance of this contract. Cleared personnel are required to perform this service because access to classified information cannot be precluded. Any classification guidance will be provided by the ISM or the Department of Justice, Immigration Service, 425 I. St., N.W., Washington, DC 20356. All visit requests must be approved by the INS Security Office prior to visit occurring. All requests for any subcontract 254's shall be approved by INS security. Contract personnel not requiring a secret clearance are still subject to an INS security investigation prior to contract performance. The INS security office will assist in the inspection of contractor performance along with the Defense Investigative Service.

3. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. (If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

Yes No

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

Yes No

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

a. TYPED NAME OF CERTIFYING OFFICIAL

b. TITLE

c. TELEPHONE (Include Area Code)

Jacqueline F. Baker

Programs Manager

202-514-9615

ADDRESS (Include Zip Code)

Office of Security
2108, 425 I. St., N.W.
Washington, DC 20356

17. REQUIRED DISTRIBUTION

a. CONTRACTOR

b. SUBCONTRACTOR

c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR

d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION

e. ADMINISTRATIVE CONTRACTING OFFICER

f. OTHERS AS NECESSARY

SIGNATURE
Jacqueline F. Baker

CONTRACT DISCREPANCY REPORT

1. CONTRACT NUMBER		2. REPORT NO. FOR THIS DISCREPANCY	
TO: (Contractor and manger name)		4. FROM: (Name of QAE)	
5. DATES			
PREPARED	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROBLEM: (Describe in detail: include references to SOW/PRS)			
7. SIGNATURE OF CONTRACTING OFFICER			
8. TO: (Contracting Officer)		FROM: (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. ATTACH CONTINUATION SHEET, IF NECESSARY. (Cite applicable QA program procedure or new QA procedures)			
10. SIGNATURE OF CONTRACTOR REPRESENTATIVE		DATE	
11. GOVERNMENT EVALUATION (Acceptance, partial acceptance, rejection. Attach continuation sheet, if necessary)			
12. GOVERNMENT ACTIONS (Payment deduction, cure notice, show cause, other)			
CLOSE OUT			
NAME/TITLE			
SIGNATURE/DATE			
CONTRACTOR NOTIFIED			
QAE			
ACO			

PERFORMANCE REQUIREMENTS SUMMARY

REQUIREMENT	STANDARD	PERFORMANCE REQUIREMENT	METHOD OF SURVEILLANCE
1. INCOMING MAIL			
Pick up or receive incoming mail from one or more postal facilities or courier service and sign for, if applicable.	At least once per day, except holidays and weekends.	0%	Customer complaint
Document trips taken to postal facilities and maintain mileage logs.	After each trip requiring the use of a vehicle in the performance.	1%	Planned Sampling
Presort out classified mail in secure area.	Upon receipt.	0%	Planned Sampling
Deliver expedite cases to data entry.	Within 2 hours of receipt in facility.	1%	Customer complaint
Classified and "not to be opened" mail dated, counted and delivered to INS personnel.	Upon receipt in the facility.	0%	Planned Sampling
All controlled mail will be logged.	Upon receipt. All logs will be maintained accurately and up to date.	0%	Planned Sampling
Open mail, count and date stamp all contents. Sort and classify mail in mailroom. As required, place in file jackets.	Within 4 hours of receipt in the facility. 100% verification required accuracy.	1% 0%	Customer complaint
Batch applications/petitions, materials and other correspondence by type and destination	Same workday as receipt in the facility.	1%	Customer complaint
Handle applications/petitions with cash fees in accordance with center procedures.	Upon opening in mailroom.	0%	Planned Sampling
Provide internal office delivery (except classified) of applications/petitions, material and other correspondence to appropriate locations.	No less than two times a day with the exception that cases that have completed mailroom processing will be transferred to data entry every two hours.	0%	Customer Complaint

2. OUTGOING MAIL

Pick up outgoing mail from each designated point.	At least twice per day.	0%	Customer complaint
Complete processing of all outgoing mail including sorting, distributing, counting, logging, weighing, metering and delivering to post office. Also includes RAFACS action on files and other accountable documents.	Within 6 hours of pick up from each designated point.	1%	Customer complaint

3. DATA COLLECTION AND CAPTURE

Incoming applications/petitions with fees and monies are receipted and keyed in data unit. This includes overnight and expedite cases.	Within 24 clock hours of receipt in unit except expedite which is within 2 hours of receipt in unit. Key stroke accuracy rate of 99.5% on all data fields.	0% 0.50%	Random sampling MIS
Verify applications/petitions for correct signature, fee and form of payment.	100% verification accuracy.	0%	Random Sampling
Rejects: All rejected applications/petitions shall be data entered in CLAIMS, system generated rejections shall be produced as required, and the application or petition returned. All rejects shall be addressed to the Attorney of Record if a signed G-28 form is present.	Within 24 clock hours of receipt in data entry.	0.50%	Customer complaints MIS
Updates: Updates consist of but are not limited to: Responses to intent to revoke, deny, terminate, request for additional information and FOIA/PA requests are updated in designated data system(s).	Within 8 clock hours of being opened in mailroom.	1%	Planned Sampling
Contractor personnel shall provide key entry from source documents using formatted input screens.	Must maintain key stroke accuracy of 99.5% on data fields.	0.50%	MIS
Contractor shall review source documentation, affix appropriate system generated labels, and place in designated location after entry function is performed.	Within 48 clock hours, excluding weekends and holidays, of receipt in facility.	1%	Customer complaint

4. CASH MANAGEMENT

Receipts

Fee shall be collected, controlled and safeguarded and accounted for in accordance with Department of Treasury and INS Fee Collection Procedures.

Must maintain 100% accuracy and accountability. From time of receipt by contractor until fee is ready for deposit, or returned to applicant, or turned over to the Service.

0%

Planned Sampling

Fees receipted shall agree with applicable fee schedules, and with printed fee registers. Tapes shall be run of individual clerks receipts prior to printing of register.

100% accuracy of fee registers, no deviations.

0%

MIS

Fee processing is done on a daily basis.

Within same day of receipt in facility.

0%

Random sampling

Deposits

Collected fees shall be deposited for credit to the account of the U.S. Treasury in accordance with Department of Treasury and INS Deposit of Remittances Procedures. Contractor will be held accountable for errors reported by the Treasury.

100% accuracy.

0%

Planned Sampling

Receipts/registers are readied for deposit daily and stored in vault overnight.

Within next business day of receipt in facility.

0%

Planned Sampling

5. FILE RECORD MATERIAL AND REQUEST RECEIPTS

Sort all incoming file room mail by Action or Non-Action material (i.e. Interfilling material)

Within 2 hours of receipt in file room.

0.50%

Customer complaint

6. CREATION OF A-FILES

File creations shall be accomplished in accordance with INS Creation of Files and AFACS/RAFACS procedures.

Within 24 clock hours of receipt of material to be placed in files. Must maintain keystroke accuracy of 99.5%

0.50%

Planned Sampling
MIS

File connections must be performed.

Within 24 clock hours of receipt of action material.

1%

Customer complaint

Receipt of A-files in facility must be accounted for in the CIS and RAFACS systems and correctly charged to the requesting activity.	Within 24 clock hours of receipt in facility.	1%	Customer Complaint
Respond to file requests received from other FCOs/CCOs and perform file transfer/receipt operations in accordance with AFACS/RAFACS/CIS manuals and other applicable procedures.	Within 24 clock hours of receipt of request.	1%	Customer complaint
File requests sent to other FCOs FRC.	Within 24 clock hours.	1%	Customer complaint
Respond to internal file requests.	Within 24 clock hours of receipt of request.	1%	Customer complaint
Process expedited or special requests for files.	Within 2 hours of request unless otherwise specified.	1%	Customer complaint
Produce Ad Hoc Reports.	According to terms of request.	0%	Customer complaint
Refile files on shelves each work day.	Within 24 clock hours of receipt in file room.	1%	Customer complaint
Consolidate files (manual and automated) in accordance with INS Consolidation procedures:			
1. Files not involving legalization	Within 24 clock hours.	0.50%	Customer complaint
2. Legalization files	As time and workload permit. Exception: When a file is requested for some other action than consolidation, action must be taken within 24 clock hours of request.	0.50%	Customer complaint
7. FILE MAINTENANCE			
Routine file maintenance and operations are performed in accordance with general procedures.	Within 24 clock hours of receipt of material acted upon.	1%	Customer complaint
Conduct special searches within the Service Center. Results of search must be forwarded to appropriate individual or destination.	Within 24 clock hours from date of request.	1%	Customer complaint

Make data changes in automated systems as required.	Within 24 clock hours after notification of data error. Must maintain keying accuracy of 100% for all data keyed.	0%	MIS
Interficed and non-action material must be placed in files in accordance with INS File Maintenance and Operations Procedures.	Within 48 clock hours of receipt in file room.	1%	Planned Sampling
File Audits shall be performed continuously.	On a daily basis. 100% of file room audited yearly.	1% 0%	Planned Sampling
Retire Files: Retirement of A-Files to the Federal Records Center shall be accomplished in accordance with INS Retirement of Files procedures.	Within 90 days after receipt of the approved SF-135.	0%	Planned Sampling
Rehabilitate Files: Shall be accomplished in accordance with INS procedures.	Within 24 clock hours of request or determination of need.	0.50%	Customer complaint
Review files pending transfer/request Report in accordance with INS procedures. Transfer files to other offices.	Within 30 working days of receipt. Files appearing on the report will be transferred within 1 working day.	1%	Customer complaint
Respond to Servicewide Circulars.	Within 22 working days of receipt in Service Center.	1%	Customer complaint
Receipt files shall be purged and prescribed actions taken in accordance with INS procedures.	To be determined.	1%	Customer complaint
8. DOCUMENT PREPARATION			
Documents prepared in accordance with established procedures. Process, monitor and maintain accountability of all security documents in accordance with INS procedures.	Completed documents ready for mailing or service review within 24 clock hours of arrival in processing unit. Data entered on documents is 100% accurate. Accountability must be maintained 100% of the time.	0%	Planned Sampling
Maintain logs on every controlled document prepared.	Daily. Logs will be kept current and all data accurately recorded.	0%	Planned Sampling

9. PROJECT MANAGEMENT

Project Manager or designated representative responds on time.	Response within 2 hours after notification by Government representative.	0%	Customer complaint
Employee wears required identification . Only cleared personnel are working in secure areas.	At all times in Government facilities, Non-cleared personnel are never allowed access to secure areas.	0%	Customer complaint
Conservation of utilities.	All utilities turned off at all times when not in use.	2 violations per year.	Customer complaint
Quality Control	All inspection performed per contractor plan.	0%	Customer complaint
Training	All personnel trained per contractor plan.	0%	Customer complaint

SCHEDULE OF DELIVERABLES

NO. OF DATA ITEM	CONTRACT		DATE OF		DISTRIBUTION	NO. OF COPIES	
	REFERENCE	FREQUENCY	LAST SUBMISSION	SUBSEQUENT SUBMISSION		DRAFT	FINAL
QC Plan	C.3.6	ONETIME	30 DAC	30 DARC	HQ COTR SC COTR	1 4	1 4
QC Plan Updates	C.3.6	AS REQ.	5 DBI		HQ COTR SC COTR		1 4
Project Management Plan	C.3.7.1	ONETIME	30 DAC	30 DARC	HQ COTR SC COTR	1 4	1 4
Transition Plan	C.3.7.1	ONETIME	5 DAC	15 DARC	HQ COTR SC COTR	1 4	1 4
Personnel Plan	C.3.7.1	ONETIME	10 DAC	30 DARC	HQ COTR SC COTR	1 4	1 4
Training Plan	C.3.7.1 H.25	ONETIME	30 DAC	30 DARC	HQ COTR SC COTR	1 4	1 4
Operational Procedures Manual	C.3.7.2	ONETIME	120 DAC	30 DARC	HQ COTR SC COTR	1 4	1 4
Operational Procedures Manual Updates		AS REQ.	5 DBI	5 DARC	HQ COTR SC COTR	1 4	1 4
Problem Resolution Plan	C.4.2	AS REQ.	2 DAN	10 DARC	HQ COTR	1	1
2 Activity Reports	F.7.h	DAILY	1 DAC	Performance begins	HQ COTR SC COTR		1 4
G-23 Activity Reports	F.7.i	MONTHLY (BY 10TH CALEN. DAY)	28 DAC P		HQ COTR SC COTR		1 4
Document Preparation Reports	F.7.j	DAILY	1 DAC P		SC COTR HQ COTR		1 4
Deficient Document Reports	F.7.k	MONTHLY	30 DAC P		HQ COTR SC COTR		1 4
QC Reports	F.7.1	WEEKLY	7 DAC P		HQ COTR SC COTR		1 4
Standard Practice Procedure	H.23	ONETIME	15 DAC	30 DARC	HQ COTR	2	2
Standard Practice Procedure Updates	H.23	AS REQ.	30 DBI	30 DARC	HQ COTR	2	2
AD HOC Reports	C.3.4	AS REQ.	1 DAN		SC COTR		1

LEGEND:
 DAC = DAYS AFTER CONTRACT AWARD
 DARC = DAYS AFTER RECEIPT OF COMMENTS
 DAN = DAYS AFTER NOTIFICATION
 DBI = DAYS BEFORE IMPLEMENTATION

APPLICATIONS Workload Projection

Not-to-Exceed Maximum Utilized to Prepare Section B Maximum Hours

	A	B	C	D	E	F
85	APPLICATIONS/ PETITIONS RECEIPTS(See Paragraph C.3.1)					
87		NORTHERN	SOUTHERN	WESTERN	EASTERN	
88						FY TOTAL
89	FY 1994	2,489,763	2,182,686	4,111,620	4,263,156	13,047,225
90	FY 1995	2,865,657	2,726,811	4,647,282	5,005,710	15,245,460
91	FY 1996	3,055,671	2,888,061	4,915,992	5,255,997	16,115,721
92	FY 1997	3,208,455	3,032,463	5,161,791	5,506,281	16,908,990
93	FY 1998	3,368,877	3,184,086	5,419,881	5,781,594	17,754,438
94						
95	TOTAL	14,988,423	14,014,107	24,256,566	25,812,738	
96						
97						
98	Relating INCOMING MAIL (See Paragraph C.3.2)					
99						
100		NORTHERN	SOUTHERN	WESTERN	EASTERN	
101						FY TOTAL
102	FY 1994	4,979,529	4,365,375	8,634,399	8,526,312	26,505,615
103	FY 1995	5,731,314	5,453,622	9,294,564	10,011,417	30,490,917
104	FY 1996	6,304,443	5,998,983	10,224,018	10,511,988	33,039,432
105	FY 1997	6,619,665	6,298,932	10,735,218	11,037,585	34,691,400
106	FY 1998	6,950,649	6,613,878	11,271,978	11,589,462	36,425,967
107						
108	TOTAL	30,585,600	28,730,790	50,160,177	51,676,764	
109						
110						
111	Relating OUTGOING MAIL (See Paragraph C.3.2)					
112						
113		NORTHERN	SOUTHERN	WESTERN	EASTERN	
114						FY TOTAL
115	FY 1994	8,625,210	7,342,608	13,791,156	14,343,258	44,102,232
116	FY 1995	9,636,036	9,167,955	15,621,417	16,827,444	51,252,852
117	FY 1996	10,599,639	10,084,749	17,183,556	17,668,815	55,536,759
118	FY 1997	11,129,619	10,588,986	18,042,732	18,552,255	58,313,592
119	FY 1998	11,686,098	11,118,435	18,944,868	19,479,867	61,229,268
120						
121	TOTAL	51,676,602	48,302,733	83,583,729	86,871,639	
122						
123	FILE ACTIVITY/MAINTENANCE (See Paragraph C.3.4)					
124						
125		NORTHERN	SOUTHERN	WESTERN	EASTERN	
126						FY TOTAL
127	FY 1994	9,000,000	8,700,000	15,000,000	15,000,000	47,700,000
128	FY 1995	10,693,305	9,737,583	17,250,000	17,250,000	54,930,888
129	FY 1996	11,100,000	9,900,000	17,700,000	17,700,000	56,400,000
130	FY 1997	11,655,000	10,395,000	18,585,000	18,585,000	59,220,000
131	FY 1998	12,237,750	10,914,750	19,514,250	21,637,302	64,304,052
132						
133	TOTAL	54,686,055	49,647,333	88,049,250	90,172,302	

APPLICATIONS

	A	B	C	D	E	F
8	DOCUMENTATION PRODUCTION (See Paragraph C.3.)					
9						
10		NORTHERN	SOUTHERN	WESTERN	EASTERN	
141						FY TOTAL
142	FY 1994	1,080,000	360,000	600,000	600,000	2,640,000
143	FY 1995	1,134,000	378,000	630,000	630,000	2,772,000
144	FY 1996	1,190,700	396,900	661,500	661,500	2,910,600
145	FY 1997	1,250,235	416,745	694,575	694,575	3,056,130
146	FY 1998	1,312,749	437,583	729,303	729,303	3,208,938
147						
148	TOTAL	5,967,684	1,989,228	3,315,378	3,315,378	

APPLICATIONS

ANTICIPATED WORKLOAD

	A	B	C	D	E	F
	New Workload Requirements					
85	APPLICATIONS/ PETITIONS RECEIPTS(See Paragraph C.3.1)					
86						
87		NORTHERN	SOUTHERN	WESTERN	EASTERN	
88						FY TOTAL
89	FY 1994	829,921	727,562	1,370,540	1,421,052	4,349,075
90	FY 1995	955,219	908,937	1,549,094	1,668,570	5,081,820
91	FY 1996	1,018,557	962,687	1,638,664	1,751,999	5,371,907
92	FY 1997	1,069,485	1,010,821	1,720,597	1,835,427	5,636,330
93	FY 1998	1,122,959	1,061,362	1,806,627	1,927,198	5,918,146
94						
95	TOTAL	4,996,141	4,671,369	8,085,522	8,604,246	
96						
97						
98	Relating INCOMING MAIL (See Paragraph C.3.2)					
99						
100		NORTHERN	SOUTHERN	WESTERN	EASTERN	
101						FY TOTAL
102	FY 1994	1,659,843	1,455,125	2,878,133	2,842,104	8,835,205
103	FY 1995	1,910,438	1,817,874	3,098,188	3,337,139	10,163,639
104	FY 1996	2,101,481	1,999,661	3,408,006	3,503,996	11,013,144
105	FY 1997	2,206,555	2,099,644	3,578,406	3,679,195	11,563,800
106	FY 1998	2,316,883	2,204,626	3,757,326	3,863,154	12,141,989
107						
108	TOTAL	10,195,200	9,576,930	16,720,059	17,225,588	
109						
110						
111	Relating OUTGOING MAIL (See Paragraph C.3.2)					
112						
113		NORTHERN	SOUTHERN	WESTERN	EASTERN	
114						FY TOTAL
115	FY 1994	2,875,070	2,447,536	4,597,052	4,781,086	14,700,744
116	FY 1995	3,212,012	3,055,985	5,207,139	5,609,148	17,084,284
117	FY 1996	3,533,213	3,361,583	5,727,852	5,889,605	18,512,253
118	FY 1997	3,709,873	3,529,662	6,014,244	6,184,085	19,437,864
119	FY 1998	3,895,366	3,706,145	6,314,956	6,493,289	20,409,756
120						
121	TOTAL	17,225,534	16,100,911	27,861,243	28,957,213	
122						
123	FILE ACTIVITY/MAINTENANCE (See Paragraph C.3.4)					
124						
125		NORTHERN	SOUTHERN	WESTERN	EASTERN	
126						FY TOTAL
127	FY 1994	3,000,000	2,900,000	5,000,000	5,000,000	15,900,000
128	FY 1995	3,564,435	3,245,861	5,750,000	5,750,000	18,310,296
129	FY 1996	3,700,000	3,300,000	5,900,000	5,900,000	18,800,000
130	FY 1997	3,885,000	3,465,000	6,195,000	6,195,000	19,740,000
131	FY 1998	4,079,250	3,638,250	6,504,750	7,212,434	21,434,684
132						
133	TOTAL	18,228,685	16,549,111	29,349,750	30,057,434	

APPLICATIONS

	A	B	C	D	E	F
138	DOCUMENTATION PRODUCTION (See Paragraph C.3.)					
139						
140		<u>NORTHERN</u>	<u>SOUTHERN</u>	<u>WESTERN</u>	<u>EASTERN</u>	
141						FY TOTAL
142	FY 1994	360,000	120,000	200,000	200,000	880,000
143	FY 1995	378,000	126,000	210,000	210,000	924,000
144	FY 1996	396,900	132,300	220,500	220,500	970,200
145	FY 1997	416,745	138,915	231,525	231,525	1,018,710
146	FY 1998	437,583	145,861	243,101	243,101	1,069,646
147						
148	TOTAL	1,989,228	663,076	1,105,126	1,105,126	

FY94 ACTUAL ANTICIPATED WORKLOAD REQUIREMENTS

BASE YEAR - From 01 Oct 93, or Date of Award
 Whichever is LATER, Until 365 Days Thereafter

CLIN	Supplies or Services	Qty.	U/I	Price	Ext. Price
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NORTHERN SERVICE CENTER, LINCOLN, NEBRASKA

A. LABOR CATEGORIES:

0001	Center Manager	2000	hr.		
0002	Assistant Center Manager	4000	hr.		
0003	Key Entry Operator Supervisor	16000	hr.		
0004	Key Entry Operator II	132000	hr.		
0005	Supervisory File/Mail Clerk III	30000	hr.		
0006	File/Mail Clerk II	224000	hr.		
0007	Secretary II	2000	hr.		
0008	Superv. Qual. Control Inspector	2000	hr.		
0009	Quality Control Inspector	18000	hr.		
0010	Driver Messenger	750	hr.		

B. MATERIALS/OTHER DIRECT COSTS (ODCs)

0011	Van, 3 door, new or late model Econoline or equal, for use by Contractor personnel (STATE USAGE FEE PER MONTH X 12 MTH = ANNUAL FEE)				
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TRAVEL:

0012	Estimated Travel				\$
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D. HANDLING FEE, APPLICABLE TO MATERIALS, ODCs AND TRAVEL:

0013	State Proposed Fee, if any, at right: (\$ VALUE WILL BE \$ CLIN 0011 + 0012 TIMES %)				
<u>NSC Sub-Total</u>					

SOUTHERN SERVICE CENTER, DALLAS, TEXAS:

LABOR CATEGORIES:

0014	Center Manager	2000 hr.
0015	Assistant Center Manager	4000 hr.
0016	Key Entry Operator Supervisor	14000 hr.
0017	Key Entry Operator II	98000 hr.
0018	Supervisory File/Mail Clerk III	26000 hr.
0019	File/Mail Clerk II	208000 hr.
0020	Secretary II	2000 hr.
0021	Superv. Qual. Control Inspector	2000 hr.
0022	Quality Control Inspector	16000 hr.
0023	Driver Messenger	500 hr.

B. MATERIALS/OTHER DIRECT COSTS (ODCs)

0024 Van, 3 door, new or late
model Econoline or equal, for
use by Contractor personnel
(STATE USAGE FEE PER MONTH X 12 MTH = ANNUAL FEE)

C. TRAVEL:

0025 Estimated Travel

\$

D. HANDLING FEE, APPLICABLE TO MATERIALS, ODCs AND TRAVEL:

026 State Proposed Fee, if any, at right:
(\$ VALUE WILL BE \$ CLIN 0024 + 0025 TIMES %)

SSC Sub-Total

STERN SERVICE CENTER, LAGUNA NIGUEL, CALIFORNIA:

A. LABOR CATEGORIES:

0027	Center Manager	2000 hr.
0028	Assistant Center Manager	6000 hr.
0029	Key Entry Operator Supervisor	22000 hr.
0030	Key Entry Operator II	182000 hr.
0031	Supervisory File/Mail Clerk III	48000 hr.
0032	File/Mail Clerk II	378000 hr.
0033	Secretary II	2000 hr.
0034	Superv. Qual. Control Inspector	4000 hr.
0035	Quality Control Inspector	28000 hr.
0036	Driver messenger	1000 hr.

B. MATERIALS/OTHER DIRECT COSTS (ODC#)

0037 Van, 3 door, new or late
model Econoline or equal, for
use by Contractor personnel
(STATE USAGE FEE PER MONTH X 12 MTH = ANNUAL FEE)

C. TRAVEL:

0038 Estimated Travel

\$

D. HANDLING FEE, APPLICABLE TO MATERIALS, ODC# AND TRAVEL:

39 State Proposed Fee, if any, at right:
(\$ VALUE WILL BE \$ CLIN 0037+ 0038 TIMES %)
WSC Sub-Total

STERN SERVICE CENTER, ST. ALBANS, VERMONT

A. LABOR CATEGORIES:

0040	Center Manager	2000 hr.
0041	Assistant Center Manager	2000 hr.
0042	Key Entry Operator Supervisor	2000 hr.
0043	Key Entry Operator II	20000 hr.
0044	Supervisory File/Mail Clerk III	18000 hr.
0045	File/Mail Clerk II	146000 hr.
0046	Secretary II	2000 hr.
0047	Superv. Qual. Control Inspector	2000 hr.
0048	Quality Control Inspector	8000 hr.
0049	Driver messenger	4000 hr.

B. MATERIALS / OTHER DIRECT COSTS (ODCs)

0050 Van, 3 door, new or late
model Econoline or equal, for
use by Contractor personnel
(STATE USAGE FEE PER MONTH X 12 MTH = ANNUAL FEE)

C. TRAVEL:

0051 Estimated Travel

\$

D. HANDLING FEE, APPLICABLE TO MATERIALS, ODCs AND TRAVEL:

052 State Proposed Fee, if any, at right:
(\$ VALUE WILL BE \$ CLIN 0050 + 0051 TIMES %)

ESC Sub-Total

BASE YEAR ESTIMATED MAXIMUM TOTAL

\$