

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEM <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER 192113CTOCP30004.3		PAGE OF 1 5		
2. CONTRACT NO. HSCETC-11-D-00006		3. AWARD/ EFFECTIVE DATE		4. ORDER NUMBER HSCETC-13-J-00006		5. SOLICITATION NUMBER HSCETC-11-R-00002		6. SOLICITATION ISSUE DATE 12/29/2010
7. FOR SOLICITATION INFORMATION CALL:		a. NAME (b)(6),(b)(7)(C)		b. TELEPHONE NUMBER (No collect calls) 202-732-(b)(6)		8. OFFER DUE DATE/LOCAL TIME ES		
9. ISSUED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 ATTN: (b)(6),(b)(7)(C) Washington DC 20536				CODE ICE/TC/ID SER		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SOLE SOURCE NAICS: 541513 SIZE STANDARD \$25.0 <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)		
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING		14. METHOD OF SOLICITATION <input type="checkbox"/> RFP <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP
15. DELIVER TO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536				CODE ICE/OCIO		16. ADMINISTERED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 ATTN: (b)(6),(b)(7)(C) Washington DC 20536		CODE ICE/TC/IT SERVICE
17a. CONTRACTOR/ OFFEROR GRASE-MCNELL INTEGRATED SOLUTIONS 1943 ISAAC NEWTON SQ E STE 200 RESTON VA 201905014				CODE 9617466200000 FACILITY CODE		18a. PAYMENT WILL BE MADE BY DHS, ICE Burlington Finance Center P.O. Box 1620 Attn: ICE-OCIO-OPS Williston VT 05495-1620		CODE ICE-OCIO-OPS
TELEPHONE NO.				17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM
19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT	
1001	DJNS Number: 961746620 Pricing is from initial proposal dated January 31, 2011 and revised proposal dated July 29, 2011 All terms and conditions are flowdown from IDIQ contract HSCETC-11-D-00006, ITFO. Exempt Action: N Period of Performance: 01/25/2013 to 01/24/2014 OPTION ITEM Program Management Continued ... <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>			(b)(4)	MC	(b)(4)	251,412.00	
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$5,349,364.00		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.						<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.						<input type="checkbox"/> 29. AWARD OF CONTRACT REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:		
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)				
30b. NAME AND TITLE OF SIGNER (Type or print)			30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED		
				(b)(6),(b)(7)(C)				

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	IAW attached SOW and relevant portions of Attach 1 Special Contract Requirements. Fully Funded Obligation Amount \$251,412.00 Incrementally Funded Amount: \$251,412.00 Product/Service Code: R426 Product/Service Description: SUPPORT- PROFESSIONAL: COMMUNICATIONS Accounting Info: (b)(7)(E) Funded: \$251,412.00				
1002	OPTION ITEM Operations, ITFO Support Services IAW attached SOW, and relevant portions of Attachment 1 -Special Contract Requirements. Fully Funded Obligation Amount \$5,047,452.00 Incrementally Funded Amount: \$5,047,452.00 Product/Service Code: R426 Product/Service Description: SUPPORT- PROFESSIONAL: COMMUNICATIONS Accounting Info: (b)(7)(E) Funded: \$1,850,142.49 Accounting Info: (b)(7)(E) Continued ...	(b)(4)	MO	(b)(4)	5,047,452.00

32a. QUANTITY IN COLUMN 21 HAS BEEN RECEIVED INSPECTED NOTED: ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32c. DATE _____ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

33. SHIP NUMBER _____ 34. VOUCHER NUMBER _____ 35. AMOUNT VERIFIED CORRECT FOR _____ 36. PAYMENT COMPLETE PARTIAL FINAL 37. CHECK NUMBER _____

38. S/R ACCOUNT NUMBER _____ 39. S/R VOUCHER NUMBER _____ 40. PAID BY _____

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT _____ 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____ 42a. RECEIVED BY (Print) _____ 42b. RECEIVED AT (Location) _____ 42c. DATE REC'D (YY/MM/DD) _____ 42d. TOTAL CONTAINERS _____

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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NAME OF OFFEROR OR CONTRACTOR
QBASE-MCXELL INTEGRATED SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: \$85,168.52 Accounting Info: (b)(7)(E)				
	Funded: \$17,806.84 Accounting Info: (b)(7)(E)				
	Funded: \$337,241.73 Accounting Info: (b)(7)(E)				
	Funded: \$105,617.47 Accounting Info: (b)(7)(E)				
	Funded: \$140,231.24 Accounting Info: (b)(7)(E)				
	Funded: \$1,538,683.14 Accounting Info: (b)(7)(E)				
	Funded: \$309,231.66 Accounting Info: (b)(7)(E)				
	Funded: \$54,314.93 Accounting Info: (b)(7)(E)				
	Funded: \$24,462.12 Accounting Info: (b)(7)(E)				
	Funded: \$179,605.12 Accounting Info: (b)(7)(E)				
	Funded: \$49,016.69 Accounting Info: (b)(7)(E)				
	Funded: \$55,262.77 Accounting Info: (b)(7)(E)				
	Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSCETC-11-D-00006/HSCETC-13-J-00006

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NAME OF OFFEROR OR CONTRACTOR
QBASE-MCNEIL INTEGRATED SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(b)(7)(E) Funded: \$40,000.00 Accounting Info: (b)(7)(E) Funded: \$194,872.28 Accounting Info: (b)(7)(E) Funded: \$65,795.00				
1003	OPTION ITEM CDC Travel - A NOT TO EXCEED (NTE) PRICE SHALL BE ESTABLISHED IN EACH TASK ORDER (TO) CDC Travel shall be reimbursed IAW paragraph C.9.1 and the relevant portions of Attachment 1 -Special Contract Requirements. Fully Funded Obligation Amount\$50,000.00 Incrementally Funded Amount: \$50,000.00 Product/Service Code: R426 Product/Service Description: SUPPORT-PROFESSTONAL; COMMUNICATTONS Accounting Info: (b)(7)(E) Funded: \$13,144.38 Accounting Info: (b)(7)(E) Funded: \$13,289.71 Accounting Info: (b)(7)(E) Funded: \$20,551.76 Accounting Info: (b)(7)(E) Funded: \$3,023.15	(b)(4)	DC	(b)(4)	50,000.00
1004	OPTION ITEM CDCs Other - A NOT TO EXCEED (NTE) PRICE SHALL BE ESTABLISHED IN EACH TASK ORDER (TO) CDCs other shall be reimbursed IAW paragraph C.9.1.3 and Attachment 1 -Special Contract Requirements. Fully Funded Obligation Amount\$500.00 Continued ...	(b)(4)	DC	(b)(4)	500.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSCETC-11-D-00006/HSCETC-13-J-00006

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NAME OF OFFEROR OR CONTRACTOR

QBASE-MCNEIL INTEGRATED SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Incrementally Funded Amount: \$500.00 Product/Service Code: R426 Product/Service Description: SUPPORT- PROFESSIONAL: COMMUNICATIONS</p> <p>Accounting Info: (b)(7)(E)</p> <p>Funded: \$500.00</p> <p>The total amount of award: \$5,349,364.00. The obligation for this award is shown in box 26.</p>				

Information Technology Field Operations (ITFO) Support Services

STATEMENT OF WORK

C.1 Background

The Indefinite Delivery Indefinite Quantity (IDIQ) contract will provide the Office of the Chief Information Officer (OCIO) Information Technology Field Operations (ITFO) Branch with information technology services and support for evolving needs in both the Continental United States (CONUS) and Outside the Continental United States (OCONUS). The (ITFO) Branch, within the OCIO, Immigration and Customs Enforcement (ICE), Department of Homeland Security (DHS), provides world-wide enterprise level Information Technology (IT) Operations & Maintenance (O&M) services for over 900 offices and over 26,000 users which includes the mobile workforce. Currently, services are provided to ICE Programs and administrative offices. ITFO may be required to coordinate (when necessary) with other DHS components as well as with other Government agencies outside of DHS to include, but not limited to, the Department of Treasury, Department of State, and state and local entities both within the CONUS and OCONUS. However, the ITFO Branch may have additional requirements and optional tasks that require support services. The ITFO organizational structure breaks down IT responsibilities into geographic areas, including OCONUS locations. (Appendix A) The Program Management and ITFO O&M IT support are comprised of some or all components described within this statement of work and may be tailored to meet the agency's mission needs. Work shall be performed at headquarters and/or field offices located throughout the world, as specified in each Task Order (TO).

C.2 Scope

The Contractor shall provide technical and program management support services to ICE end users and ITFO. The majority of the support will be by resolution of Tier II tickets, occasional telephone requests or by providing support to ITFO Information System Security Officer (ISSO), the Contracting Officer's Representative(s) (COR) and the Government Technical Task Monitor(s) (TTM). Tier II tickets are any issues that the Service Desk is unable to resolve. Tier II Tickets are generally received via BMC Remedy. The current BMC Remedy version is Version 7.1.0, patch 3. Either a COR or TTM may be assigned and identified to monitor Contractor performance on individual TO(s).

The Contractor shall closely monitor the activities and performance to prevent deviation(s) from the statement of work or increase of the cost estimates as identified in the individual TO(s). All anticipated increases in costs and/or deviations from the statement of work shall be coordinated with the Contracting Officer (CO), in writing, and approved by the CO prior to any deviations.

The Contractor shall establish surge resources and staffing procedures to ensure its capacity to provide additional staffing and resources on short notice. The Contractor shall identify, schedule, and utilize resources, as coordinated with the Government, to minimize or limit disruptions in the performance of the TOs issued under this contract. At no time, shall the availability of the Contractor staff impede the normal day to day operations as described in the individual TO(s).

The Contractor shall continue to perform this contract during abnormal site conditions caused by any emergency, event, or incident on a national or local scale. Whereas this contract is not intended to replace, mimic, or fulfill a Disaster Recovery requirement, the scope of the contract is comprehensive and is intended to establish sufficient flexibility to support the full complement of IT services required to fulfill the ITFO mission. Therefore, the Contractor may be required and shall support DHS-ICE-OCIO from remote areas, such as other DHS components, state or alternate local facilities, in the event that the ICE normal work areas are inaccessible for any reason. As coordinated by the Government, the Contractor shall pre-deploy or pre-stage its staff to assist local staff prepare for an emergency, event, or incident prior to its onset as timely predicted. In the same manner, the Contractor shall also deploy its staff in the wake of or after the impact of an emergency, event, or incident. The Contractor shall report to the COR and TTM the status and location of all Contractor staff located in specified areas during deployments.

All support and services provided under this contract will be of the highest standard. World class customer service will be expected and can be measured by the lack of complaints and the frequency of positive comments from ICE customers.

All resources required for this contract shall be available according to the Government's required hours of operation. If these hours of operation change the Contractor shall adhere to the changes. The Government will provide as much advance notifications as is possible.

The contract has a one (1) year base period, and five (5), twelve month option periods. Hereafter, the ITFO IDIQ will be referred to as the "Basic Contract".

C.3 General

C.3.1 Federal Holiday Information

The contractor shall adhere to its company's holiday policy. Listed below are recognized Government holidays:

New Year's Day	Labor Day
Martin Luther King Jr. Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

C.4 Contractor Personnel Identification

The Contractor and their personnel shall dress in a professional manner when performing work on this contract and shall maintain a professional demeanor. Contractor personnel shall at all times clearly identify themselves, in person, on the telephone, via email (to include signature blocks) as contractors IAW FAR 37.114(c).

FAR 37.114(c) states: "All contractor personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds

of members of the public or Congress that they are Government officials, unless, in the judgment of the agency, no harm can come from failing to identify themselves. They will also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.”

C.5 Communication

The Contractor shall maintain clear communications and mutually supportive relationships with ITFO, other ICE areas, as well as other DHS Components. The Contractor shall maintain and share written correspondence, as necessary, to support or address technical decisions or discussions with the Government.

C.6 Collaboration Tool

ICE utilizes Microsoft SharePoint as its primary collaboration software. The Contractor shall use the SharePoint document workspace to share meeting minutes, technical knowledge notes, and references. Gather routine information on projects and provide updated documentation and project status via SharePoint.

C.7 Post Award Conference and Periodic Progress Meeting(s)

The Contractor shall attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.503. The initial post award conference shall be held within ten (10) days after award. The purpose of this conference is to (1) achieve a clear and mutual understanding of all contract requirements, and (2) resolve potential problems. The Contracting Officer (CO), Contracting Office Technical Representative (COR), and any other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor’s performance. At these meetings the CO will apprise the contractor and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to Government. An initial periodic progress meeting will be held three (3) months following award. The Contractor or COR may request a meeting, but meetings shall be convened by the Contracting Officer IAW FAR 42.501.

The Contractor may be required to attend a meeting with Government personnel within five (5) days after each TO award. The Contractor shall discuss the Government’s processes, procedures, goals, objectives, and requirements of the TO and the process by which the Contractor intends fulfill the TO.

C.8 Order Types and Pricing

The CO reserves the right to select the applicable TO(s) type for individual TO and may consider the following precedence’s: (1) Fixed-Price (all types), (2) Time-and-Materials (T&M) or Labor Hour (LH) Pursuant to FAR 16.601(c). TO types may be, in accordance with (IAW) FAR Part 16, Type of Contracts: Fixed-Price (FP), Fixed-Price Incentive Fee (FPIF), T&M, and LH. TOs may include option periods IAW FAR Part 17. Option periods shall be separately identified in the individual TO if/as applicable. Pursuant to FAR 37.102(a)(2), the CO may use performance-based acquisition methods to the maximum extent practicable.

All TO(s) awarded pursuant to this contract, whether awarded on a CR, FP, or other contract type basis will be priced in accordance with the pricing set forth in contract line items.

At the request of either the Contractor or the Government, the Contractor may, throughout the life of the contract, propose additional labor categories, rates and descriptions. These additional categories, rates and descriptions will be negotiated on a case-by-case. The additional categories, rates and descriptions proposed, upon determination by the Government that they are fair and reasonable, and within the scope of the original contract may be incorporated into the contract by modification.

C.9 Other Direct Costs (ODC)

Other direct costs shall be reimbursed IAW FAR 52.232-7. The Government may pay for allowable costs incurred by the Contractor including, in many cases, non-local transportation expenses when the Contractor must travel or transport materials for activities required by this contract as appropriately pre-coordinated and pre-approved by the Government. ODC's shall be identified within the TO's.

In the event work is required for which the Contractor could be expected to incur costs markedly different from those normally incurred, consideration may be given to pricing on a cost-reimbursement basis. In such situations, additional costs which cannot be appropriately charged under the Other Direct Costs (ODCs) contract line item numbers (CLINs) will be negotiated on a case-by-case basis, and if approved by the CO, incorporated into the TO by modification.

The approval levels (dollar value) and the approval point of contact(s) (POC), Contractor reporting requirements as well as the required Contractor documentation for ODCs are listed below:

- For all ODCs the TTM and the COR must approve prior to incurring the ODC
- The Contractor is responsible for having the appropriate documentation with them when they travel
- The Contractor shall maintain a current log, to include status, invoice, and other fields and comments as required by the COR

For OCONUS TO(s) where ODCs are not specifically addressed in the Department of State Standardized Regulations (DSSR) the Government will reimburse the Contractor for all reasonable, allowable, and allocable costs in accordance with FAR 31, Contract Cost Principles and Procedures.

C.9.1 ODC Travel

The Contractor shall travel as required during the performance of this contract. All travel must be sent through the TTM and requires prior approval by the COR/TTM IAW the guidance noted in paragraph C.9. Travel expenses shall be reimbursed consistent with FAR 31.205-46, the substantive provisions of the Federal Travel Regulation (FTR) and the limitation of funds specified in this contract. ~~All travel requires Government prior approval by the COR/TTM and notification to the COR.~~ The contractor shall not be reimbursed for the following travel expenses: transportation expenses for assigned personnel for local commuting between their place of residence and their place of work or for local travel of personnel assigned to the contractor's sites unless specifically authorized by the COR in writing, in advance. The Contractor shall not be reimbursed for moving or relocation expenses for the Contractor or

contractor employees, and/or subcontractors. There may be other travel expenses or other situations where travel expenses will not be reimbursed.

Federal Travel Regulations may be located and downloaded from www.gpoaccess.gov/cfr or www.gsa.gov/federaltravelregulation.

For work at OCONUS locations, per-diem rate maximums as defined by the U.S. Department of State's Bureau of Administration, Office of Allowances, which may be found at: <http://www.state.gov/m/a/als/>. The DSSR are the controlling regulations for foreign area travel. TO(s) issued under the Basic Contract, contractor civilians assigned to foreign areas shall not exceed the allowances and benefits in the DSSR.

Special Notes: (1) For the purpose of services provided on the contract, Alaska and Hawaii are considered CONUS.

(2) For the purposes of ODC travel reimbursement only, "CONUS" is defined as the 48 contiguous states and the District of Columbia, all other locations are considered to be "OCONUS".

C.9.1.1 General Travel Guidelines

- The Contractor shall track, monitor and maintain a current log of all employees on travel as well as identifying which TO and CLIN costs will be charged against.
- The Contractor shall clearly document in the trip report the purpose of the travel, estimated cost, locations, travel dates, Government requester, supported work, and any other justifications or supportive documentation required by the COR
- The Contractor shall ensure all appropriate prior approvals are obtained before any travel is scheduled or performed. The Contractor shall ensure the approved request is provided to the COR/TTM, as applicable, by the end of the next business day. If per diem is required it must be included in the prior approval request and cost estimate
- The Contractor shall ensure all traveling staff is provided a copy of the approved request to carry with them
- The Contractor shall notify the TTM and COR_ IAW the established approval levels, in writing or email for prior approval when the actual cost is projected to exceed the estimated cost prior to incurring the cost and prior to invoicing the Government for the additional cost
- The Contractor shall ensure that all Travel is approved by the COR prior to any travel arrangements being made

C.9.1.2 Types of Travel ODC

- **ODC-Travel-Local** - Local Travel is travel that is required when the Contractor must go to a location that is other than the normal duty location and that location is more than 75 miles from the normal duty location. Local travel includes mileage, parking fees and tolls. All travel considered Local Travel requires prior approval from the COR; travel of 150 miles or less round trip does not require government approval. The Contractor shall also demonstrate that this location is more than 75 miles from the traveling staff's official residence. The allowable reimbursement under local travel is the number miles above 75 miles from the

normal duty location. Therefore, any travel that is over 150 miles roundtrip the government will reimburse for those miles above the 150 and the contractor will be responsible for the first 150 miles. (Example: If the travel location is 100 miles each way (200 miles round trip) from the duty location the government will reimburse for 50 miles and the contractor would be responsible for 150 miles). If a rental car is acquired less than 150 miles the contractor will be responsible, if it is over 150 miles the government will be responsible. As per the GSA guidelines per diem will be reimbursable for any trip over 12 hours.

- **ODC-Travel -CONUS** - CONUS Travel is considered as travel within the continental 48 states which includes Washington D.C. ; it will include but not to be limited to the following items hotel, car rental, parking, airfare, per diem and mileage over 150 miles roundtrip. The contractor will be responsible for the first 150 miles. All CONUS Travel must be sent through the TTM and requires prior written approval from the Government Technical Task Monitor and the COR prior to any travel or travel arrangement can be made. All prior approved CONUS Travel is reimbursable by the government.
- **ODC – Travel -OCONUS** - OCONUS Travel is considered as travel outside the continental 48 States (such as Alaska, Hawaii, Puerto Rico, U.S. territories, and any international travel). All OCONUS Travel must be sent through requires approval from the Government Task Monitor and the COR prior to any travel or travel arrangement being made. The Contractor shall ensure all staff performing OCONUS travel has the required traveling documentation to include passport, shot records, approved travel request, emergency contact, etc.

C.9.2 Non-Travel ODCs

C.9.2.1 ODC Other

The Contractor may be required to purchase other items that are requested by the Government and that are within the scope of this contract. It is anticipated that such purchases will be minimal, if at all. An example of such purchases could be during, but is not limited to performance under incidents of National Significance, Emergency Management, Special Operations Support, Special Projects, etc.

C.9.2.2 Special Clothing

Some special operations or events shall require the Contractor personnel to be clearly identified as an ITFO team member through a dress code that allows the Government to distinguish the contractor personnel from other contractors and/or the general public. The Government will provide guidance to the Contractor on the appropriate dress code in such situations. The Contractor shall be responsible for obtaining the proper attire for the ITFO team member(s) and to ensure that all contractor employees and Contractor subcontractors wear the appropriate attire. The Government will determine if acquisition of special clothing attire is or is not a reimbursable other direct cost.

.9.2.3 Training

The Government may make the determination to pay for training and associated travel costs due to changes in the ICE architecture or evolving technology. Such training shall be coordinated and approved by the COR in writing prior to scheduling, attending, and/or participating.

C.10 Contractor Training Requirements

The Contractor shall be responsible for providing the appropriate training to all contractor personnel performing work under this contract (including all TOs), to include replacement personnel, at no cost to the Government. All such training shall be completed prior to personnel beginning work on this contract. The Contractor shall ensure the technical skills of its staff are updated as the ICE architecture and technical reference model evolve. In accordance with the Contractor's incorporated Training Plan, the Contractor shall ensure that re-training and/or refresher training is conducted to ensure the quality of the services provided is of the highest level. Contractor training, retraining, and/or refresher training shall be at no cost to the Government.

C.10.1 Mandatory Contractor Training

All contractor employees using DHS automated systems or processing DHS sensitive data shall be required to receive the following training at Government expense. Contractor personnel shall complete annual refresher training for all mandatory training requirements. It is anticipated that the majority of required training will be accomplished via web access portals and not require travel by contractor employees:

- Security Awareness Training
- Information Assurance Awareness Training (IAAT)
- Records Management (RM)
- Securely Handling ICE Sensitive But Unclassified For Official Use Only
- A Culture of Privacy Awareness
- Prevention of Sexual Harassment Training
- DHS Sunflower Asset Management System (as determined by the Government)

DHS/ICE Contractors, with significant security responsibilities, shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding and compliance with the principles and concepts of IT systems security.

The Contractor shall be responsible for continually monitoring all contractor personnel who have access to DHS/ICE information systems to ensure compliance with ICE security standards. The Contractor shall be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures shall be reported to the local Security Office and Information System Security Officer (ISSO).

C.10.2 Future Government Training

In the event changes to the applicable regulations occur, the contractor shall be responsible for providing training on any changes with thirty (30) days of changes to all contractor personnel performing work impacted by the change, at no cost to the Government. The Government may

make the determination to pay for training and associated travel costs (if any), due to changes in the ICE architecture or evolving technology. Such training shall be coordinated and approved by the COR in writing prior to scheduling attending and/or participating or invoicing.

C.11 Labor Subject to the Service Contract Act (SCA)

Most of the labor categories required for contract performance are considered bona fide executive, administrative, professional labor and generally exempt from the SCA in accordance with 29 CFR Part 541. To the extent that any labor is subject to the SCA (14000 – Information Technology Occupations or other labor category) and within scope of a TO(s), the CO will identify the applicable wage determination(s) (WD) in accordance with FAR 22.10, Service Contract Act Wage Determinations. Each TO will be tailored to include the appropriate flow down clauses.

The Department of Labor's Service Contract Conformance guide provides that Contractors are responsible for determining that the employees performing work on a contract are in fact performing duties that fall within one or more of the occupational classifications listed on the applicable SCA WD. This guide may be found at: <http://www.wdol.gov/sca.aspx>.

C.12 Government Furnished Property (GFP) and Information (GFI)

C.12.1 GFP

The Government intends to provide the required assets using Government furnished tools and resources whenever possible. The Government will provide pagers, Personal Data Assistants (PDA) devices, Blackberry (ies), cell phones, etc. as determined to be advantageous to the Government. The intent is not to provide all contractor personnel with all GFP, but as is determined by the Government to be applicable to the services provided and the position of the contractor personnel.

The Contractor shall maintain an inventory of GFE, which shall be made available to the CO and COR quarterly and annually, or upon request. The Government will provide basic equipment (e.g. desktops), to Contractor staff in accordance with the terms and conditions of the contract. All information developed by the Contractor under this contract shall be the property of the Federal Government and provided to ICE upon request and at the end of the contract.

Generally, the Government intends to provide the required assets using Government furnished tools and resources whenever possible. The Contractor shall provide their best practice solutions and continuous process improvement strategies as part of their solution which at times may include acquiring assets, equipment, tools, and resources and shall be coordinated and approved in advance by the Government. The Contractor assumes full responsibility for and shall indemnify the Government for any and all loss or damage of whatsoever kind and nature to any and all Government property, including any equipment, supplies, accessories, or parts furnished, while in his custody and care for storage, repairs, or services to be performed under the terms of this contract, resulting in whole or in part from the negligent acts or omissions of the Contractor, SubContractor(s), or any employee, agent, or representative of the Contractor or SubContractor.

At the Government's discretion, the Government will furnish one or more of the following GFP for use at government facilities only:

- Office Printers
- Desktop PC's
- Laptop PC's
- PDA Devices
- Blackberry (ies)
- Thumb Drives
- VPN Tokens
- Air Cards
- Access to Networking Equipment; to include-Servers, LAN/WAN Routers, Switches, and various associated equipment deemed necessary by ITFO.

C.12.2 GFI

The following are mandatory GFI and shall be followed by the contractor in the performance of this contract. The contractor shall be responsible for being cognizant and compliant with any changes, revisions or updates to the standards and ensuring all contractor personnel are trained on any changes, revisions or updates.

- Privacy Act of 1974
- DHS Management Directive (MD) 4300, IT Systems Security Publication
- DHS Technical Reference Model (TRM)
- National Institute of Standards and Technology (NIST) Computer Security Resource Center (CSRC) standards, guidelines, and special publications
- DHS 4300A Sensitive Systems Handbook, Version 5.5, September 30, 2007
- DHS Management Directive No. 4900, Individual Use and Operation of DHS Information Systems/Computers
- DHS 4300B National Security Systems Handbook, Version 4.3, September 30, 2007
- DHS MD 4010.2 (DRAFT), Section 508 Program Management Office & Electronic and Information Technology Accessibility
- Section 508 1194.2, Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220)

C.13 Use of Government Vehicles

The Contractor is responsible for ensuring that contractor staff has appropriate and safe transportation to support this contract. The Government is under no obligation of any kind to provide transportation vehicles to contractor personnel. The Contractor shall ensure all contractor staff operating motor vehicles, machinery, and equipment are properly trained and licensed.

Under certain circumstances when it is in the best interest of the Government and as described in 41 CFR 101-38.3, *Official Use of Government Motor Vehicles*, and in 41 CFR 101-38.301-1, *Offerors' Use of Government Owned Vehicles* -- Government regulations allow contractor personnel to use Government vehicles if it is demonstrably to the advantage of the Government to allow their use.

There is a continuing and substantial requirement for contract staff to travel to remote sites to provide IT support where there are no on-site contractor personnel. Contractor service is provided from the nearest ICE office where ITFO contractor personnel are located.

The Contractor shall identify the most cost effective and convenient means of transportation that is advantageous to the Government. The Contractor shall ensure the following order of precedence is included in the Contractor process:

- Verify the availability of a Government-Owned Vehicle (GOV). If a Government-owned vehicle and procedures are in place to support its use, the Contractor employee shall coordinate with the TTM and request authorization to use the vehicle for other-than-local travel
- Use of Contractor Owned or Leased Vehicle. If no Government vehicle is available, the Contractor shall use a contractor provided vehicle when available, may be authorized to use his or her own Privately Owned Vehicle (POV) or a vehicle supplied by the Contractor

If the Contractor is authorized to use a Government-Owned Vehicle (GOV), the Contractor shall:

- Comply with the same rules as a Federal employee when driving a Government vehicle, to include allowing only authorized contractor personnel or Federal employees to ride in the vehicle and only for official purposes
- The Contractor is responsible for initiating and obtaining a Department of Motor Vehicles (DMV) check on contractor employees. This report shall be provided to the TTM prior to authorization for use of a GOV
- If contractor personnel are authorized to take the vehicle home, that employee will fill out a G291 Form, *Authorization for Official Use of Government-Owned Automobile During Other Than Normal Duty Hours*. The Government Task Monitor must approve this action
- The Government owned or rented vehicle will only be used for performance of official business that is within the scope of the contract

Liability for any damages incurred during Contractor's use of a GOV is located in Attachment 1 Special Contract Requirements, FAR and HSAR clauses and other insurance as required by the CO. The Contractor must file certificates of insurance with the CO as evidence of the required coverage and shall provide updated certificates as applicable to demonstrate that the required insurance continues to be in effect. Attachment 1 Special Contract Requirements, contains additional information.

C.14 Workload Environment

Workloads and assignments pursuant to each TO may be subject to change for various reasons with little or no advance notice. The Contractor's volume of activity may increase significantly to address emergent requirements and during emergency situations. The Contractor shall have the ability, capacity, and capability to redistribute workload and re-prioritize assignments within the contract to meet immediate needs.

C.15 Reserved

C.16 Program Management and Support

C.16.1 Organizational Structure

The Contractor management structure should align with the ITFO organizational structure. ITFO organizational structure chart may be located at Attachment 3.

C.16.2 Staffing

The Contractor shall provide staffing that covers the geographic Field Operations Offices as identified in Appendix A and Appendix B.

C.17 Program Management and Program Manager (PM)

Program Management shall ensure that functions and services are managed according to best business practices as identified or similar to those established by the Project Management Institute (PMI) standards at <http://www.pmi.org/> and those standards established specific to ICE. The Contractor shall establish a Program Management Office that consists of a PM or alternate(s) providing support during core hours. Any afterhours support requiring overtime shall have prior approval by the TTM as coordinated with the Contracting Officer.

The Contractor shall provide a single Program Manager (PM) to oversee the entire contract. The Contractor's program management process shall consist of, but is not limited to, management of Contractor resources, preparation and distribution of schedules, monitoring of Contractor activities, briefs to Government personnel of the status of contract activities, participating in meetings with the ITFO Director, and preparing and submitting deliverables.

The PM shall serve as the single POC for the CO and COR, managing the overall contract, coordinating requirements, and maintaining communication with the Government. The PM shall perform complete oversight of contract performance, contractor staff, subcontractors, and GFP. The PM shall manage, assign, schedule, and support the Contractor's employees, subcontractors, consultants, and resources supporting this contract. The PM shall ensure all reports and deliverables are prepared and provided on time to meet the Government requirements, priorities, and objectives of the mission.

The Contractor shall identify the Deputy/PM (DPM). The Government may request Contractor Task Manager or DPM(s) for specific TO(s). The Contractor shall coordinate with the COR/TTM.

The PM shall ensure the Contractor is operating consistently with the Government requirements as well as:

- Coordinating requirements, objectives and priorities with the Government
- Ensuring contractor staff is appropriately identified
- Ensuring activities are performed and accomplished on time, within budget and are of an acceptable level of quality to meet Government requirements, objectives and priorities

- Managing the Contractor staff which includes all the Contractor employees, subcontractors, consultants, and resources supporting this contract
- Providing management, coordination, and administrative support to ensure the contract resources appropriately address the Government requirements, priorities, and objectives
- Utilizes and coordinates resources to ensure requirements are fulfilled and deliverables are submitted in a timely manner
- Managing teams of subject matter experts (SME), as applicable
- Prioritizing requirements consistent with ICE guidance
- Identifying critical path(s) for high priority projects
- Ensuring that quality control, cost control, and performance measures are appropriately implemented, and discrepancies and findings are captured and appropriately addressed Program Management and communicated to the Government in a timely manner
- Proactively monitoring the contract performance, quality of service, and identifying corrective actions to the COR/TTM
- Attending required meetings which include facilitating, coordinating, scheduling and participating in weekly ITFO meetings. Contractor Task Manager(s) may also be required to attend meetings
- Meet with ITFO Director on a frequent basis, estimated to be every two weeks
- Being prepared to meet with the COR on a weekly and an ad hoc basis. Basic responsibilities shall include:
 - Coordinating the meeting spaces with the Government and sending out the meeting invitation and background information
 - Preparing meeting agendas, reports and any other required/needed documentation
 - Recording meeting minutes to capture the subject, date, attendees, major decisions, areas of non-agreement, and any action items assigned during the meeting
- Ensuring funds are monitored, tracked, and appropriately used for the authorized work
- Ensuring effective interaction, coordination, and cooperation among the Contractor's staff, to include subcontractors; are maintained at an effective professional level
- Appropriately addressing and following up on management, programmatic, and operational issues
- Ensuring that all submitted financial reports and invoices are consistent and accurate. This includes coordinating, developing, tracking, modifying and ensuring reports, graphs, and other communications capture the information required by the Government. The Contractor shall maintain historical information to be used by the Government and shall provide the information to the Government as requested and at the end of the contract
- Implementing approval and tracking procedures for the authorization of travel and ODC's
- Populating and maintaining a master action items list and a meeting minute repository within SharePoint. Action items shall include all issues and risks identified in the meetings

C.17.1 Program Manager and Deputy Program Manager Experience and Education Requirements

Program Manager - The Program Manager (PM) shall have a minimum of 10-15 years experience, of which a minimum of five (5) years shall be project management experience, demonstrating project management support services with large number of resources, high risk, sensitive projects and division level management experience managing projects and staff of comparable scope to the effort assigned. This experience may have been acquired during the same period described above. A Masters Degree in Accounting, Finance, Management, Public Administration, Information Technology, is desired.

Deputy Program Manager - The Deputy PM (DPM) shall have a minimum of five (5) years project management experience or similar experience at a position of authority or senior to midlevel responsibility. Of which a minimum of three (3) years shall be project management experience, demonstrating project management support services with large number of resources, high risk, sensitive projects and midlevel management experience managing projects and staff of comparable scope to the effort assigned. This experience may have been acquired during the same period described above. A Bachelors degree in Accounting, Finance, Management, Public Administration, Information Technology, is desired.

C.17.2 Program Management Plan

Not later than ten (10) business days following completion of the Transition Plan (Section C.25), the Contractor shall provide the **COR/CO** the Final Program Management Plan that identifies but is not limited to identification of resources, milestones, operational planning **etc., The final plans: Communication, Staffing, Risk Management, Management Approach, Training, Quality Control and any other Contractor proposed and accepted plans shall be submitted to the CO and the COR.** The Management Plan shall include the VIP Support Process identifying the escalation procedures to ensure proper response times to VIPs, meeting elevated VIP requirements and accountability activities without jeopardizing the operations. Upon receiving comments from the **COR/CO**, the Contractor shall address the comments and submit the revised final plan(s) to the COR and copy to the Contracting Officer within five (5) business days. Upon acceptance and approval the Program Management Plan and **plans noted above** shall be incorporated into the contract and as such will no longer be proprietary.

C.18 Quality Control

For all areas of responsibility detailed within this SOW, to include TO(s), the contractor shall define and implement quality control review and internal audit procedures in it's Quality Control Plan (QCP) The Contractor shall execute and document the results of reviews and audits, and ensure that all related documentation (e.g. internal audit reports) are available to the Contracting Officer's Technical Representative (COR) and/or Contracting Officer (CO) at any time upon request. The results of QCP actions executed during the execution and close-out of the ITFO contract and any TO(s) are due within 10 business days following the end of the TO period of performance and at the end of the contract.

The Contractor's approved QCP shall be incorporated into the award and is no longer considered proprietary. The QCP shall be updated as required due to changing requirements or quality issues.

The QCP shall be consistent with the draft QCP plan provided with the Contractor's proposal. The Final QCP shall be submitted to the CO within ten (10) business days of receiving the Government's comments for review and acceptance. The Contractor shall provide a revised QCP if/as requested by CO within five (5) calendar days of CO's notification.

The Government will implement a Quality Assurance Surveillance Plan (QASP) to provide oversight of the Contractor's quality control efforts and to observe the Contractor's performance. The Government will perform performance assessments which may be planned and/or random. The Contractor's performance shall be evaluated as noted in **paragraph C.24 and** IAW the draft QASP. (Attachment 16). The areas to be assessed for quality assurance are as follows:

- Quality of Product or Service
- Cost Control
- Timeliness of Performance
- Business Relations – ITFO, ICE end users, others
- Key Personnel
- Customer Satisfaction

The COR will consolidate the assessments provided and following review, forward them to the Contractor Program Manager and the appropriate Office of Acquisition (OAQ) Contract Specialist and CO.

If the Contractor receives a rating of less than acceptable the COR will contact the Government TTM(s) to discuss the issue. As required, the COR will contact the CO and request a meeting with the CO, and/or TTM(s) and the Contractor PM to advise the Contractor of the assessment results. The PM shall provide the CO and COR the Contractor's strategy which identifies the specific corrective actions and improvements Contractor performance, within five (5) business days after the date identified by the CO. Following acceptance by the CO and the COR of the submittal, the COR will provide an approved copy of the revised QCP to the TTM and the PM. The Contractor shall incorporate the response into the QCP.

C.19 OPERATIONAL TASKS

C.19.1 Requirements

The Contractor shall provide management and IT support services to the Government:

- Local Area Network (LAN), Wide Area Network (WAN), Metropolitan Area Network (MAN) Administration and Infrastructure Services
- Computer Room and Wiring Closet Services
- General IT Services and Problem Resolution
- Information System Security Officer (ISSO) Support Services

- IT Inventory Management Services
- Special Worksite and Enforcement Operation Support as well as special event support (e.g. Super Bowl, Conventions, and Conferences etc.)
- Other tasks as ordered on TO(s) and within the scope and guidelines of this contract

The ICE environment is dynamic and regularly establishes new sites; relocates or expands existing offices; and closes facilities. LAN Administrators shall be based at one site but provide support to other sites within that geographic area either remotely or via site visits. Each area is comprised of multiple sites with different business units. In addition, LAN Administrators may be required to support locations in other areas. The Contractor shall exercise flexibility to adjust staff to fully meet changing requirements.

The Contractor shall be prepared for increases in workload under this contract. Workload may increase significantly in situations including, emergent requirements and emergency situations, the Contractor shall provide a means by which to redistribute workload within the TO that will meet these increased situations.

The Contractor shall ensure that all employees are experienced in Microsoft Office, Big Fix, Microsoft Windows Active Directory and Exchange, Windows 2000, Windows XP, journaling, archiving, storage (NAS, SAN), and network management tools. The Contractor employees shall be familiar with security virus protection tools, such as McAfee ePolicy Orchestrator (ePO), and Windows Server Update Services (WSUS).

Approximately 10% of contractor personnel will require Top Secret/Sensitive Compartmented Information (TS/SCI) clearances not later than the end of the transition period following award. It is estimated that the number of TS/SCI cleared personnel will increase to approximately 30% of contractor personnel. TS/SCI locations will be provided after award.

C.19.2 Support Services

The Contractor shall identify staff and ensure that the operational and core hours are appropriately staffed to provide end user support. Operational hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday local time. Coverage shall be provided on all federal holidays that may fall during the designated hours and work days. The Contractor shall manage and schedule its staff to perform normal, course-of-business services during the business hours specified. Contractor scheduling and management may require staggered work periods or staggered workdays dependent on local conditions, to avoid overtime. All other overtime requested by the Contractor shall be pre-approved in writing by the CO. The Government may require the Contractor to schedule overtime.

Approximately 10% of ICE locations require twenty-four hours a day, seven days a week, and three hundred sixty-five days a year (24 X 7 X 365) coverage. The locations will be identified at award.

Communication devices (e.g. pagers, Blackberry(ies), PDA devices, cell phones etc.) supplied by the Government, will be carried by LAN administrators to provide after hours response ensuring 24 X 7 X 365 coverage.

Appendix B, C, D and E contains the public Government locations (city and state) along with historical user ticket counts for all the ICE locations that ITFO supports.

C.19.2.1 Emergency Situations

In the event of an emergency (e.g. hurricane, wild fire, tropical storm, etc.), Contractor personnel shall be required to continue working at their normal locations (if unaffected by the situation) or be deployed to the vicinity of the incident to assist the Government with its efforts to respond to and recover from the impact of the incident on ICE IT resources and capabilities. Should the Federal Government or ICE declare an emergency (e.g. hurricane, flood, foreign attack, etc.) the Contractor PM shall be responsible for keeping the TTM apprised of the status and location of all Contractor staff, sub-contractor staff and resources.

Where notice is provided, the Contractor will work in concert with on-site program staff. The Contractor shall be responsible for shutting down IT resources as part of facility closure in the event of emergency situations where the Government has prior notice. The Contractor shall assist the local ITFO Government employees, TTM, or take the lead as directed by the Government to accomplish the following as appropriate:

- Shut down computers, move them out of harms way if possible (e.g. away from windows, place plastic covers over equipment, etc.)
- Perform a final back-up of equipment and secure data backup
- Shut down servers
- Verify all hard drives are labeled with server name/sequence number
- Disconnect IT equipment from walls
- Label connections removed
- Power off non-essential equipment
- Disconnect data circuits
- Cover all equipment with plastic sheeting
- Attend and report at local Emergency Planning meetings
- Ensure equipment is secure at all times
- Re-installing equipment once the event has ended

When no prior notice is possible and at the request of the Government, the Contractor shall work in concert with on-site Program staff, to respond and mitigate the impact of no-prior notice emergencies (e.g., tornados, earthquakes, terrorist acts etc.). Support maybe provided by assisting the local ITFO Government employees as follows:

- Function as local POC for response and recovery actions
- Gather information on the impact of the event
- Gain access to the facility and to assess damage to the facility and the IT resources

- Identify additional resources required (equipment, other purchases, staff, etc.) to begin or sustain recovery efforts
- Ensure equipment is secure at all times
- Re-installing equipment once the event has ended

C.19.3 Problem Resolution

The Contractor shall support ITFO in two primary ways:

- Responding to end-user requests through the ICE Service Desk for Tier II requests
- All services/tasks referenced in Appendix E and elsewhere in the SOW

The Contractor shall resolve service calls that are received through the ICE Service Desk located in the BMC REMEDY system, in accordance with standard operating procedures for resolving service tickets that will be provided by the Government. The contractor shall continually monitor the BMC Remedy queue. Appendix D provides a snapshot of the top ten service requests.

In addition to service calls, as initiated by tickets, the Contractor shall assist users with developing Information Technology Service Requests (ITSRs) for new IT requirements (e.g. new hardware requirements, facility add-ons, moves, adds and changes, etc.) The Contractor shall assist users with developing an IT Change Request (ITCR) when they have a new Information Technology product, process, or performance standard, or have a request to modify or retire an existing standard

C.19.4 VIP Support

There are various personnel that are considered mission critical and are identified as Very Important Persons (VIPs). VIPs are currently located throughout the ICE organization. The Government determines VIP status and a list of VIPs and their locations will be provided at award. The list is subject to change and the Government will provide as much advance notice as is possible. Such notice may be a little as 24 hours. The Contractor shall maintain, update and secure the VIP list from unauthorized access throughout the life of this contract.

Escalation is the process that shall be followed when a VIP IT support request has been submitted. These requests shall be provided to the senior level Government resource for proper guidance that will be provided to the Contractor for resolution. On occasion the resolution may involve internal or external organizations with the requisite skills or resources to resolve the issue.

The Contractor shall follow their established VIP Support Process as identified within the Contractor's Program Management Plan, which shall incorporate Government defined requirements and make adjustments as required to meet the required VIP response and resolution requirements. The Contractor shall work with the designated TTM for that location to track support activities for identified VIPs. The Contractor VIP Process shall include the appropriate contact procedures of the VIP requestor for an ITFO technician and include the process and procedures to be followed if the VIP requestor is not available to include the requestor's administrative aid, special assistant, or other appropriate staff member. The VIP Process shall

also include procedures to ensure, that in the event that contact still cannot be made with the VIP requestor the Government Regional and/or Area Manager or his/her designee shall be notified within one half hour (1/2).

BMC REMEDY tickets for VIP support shall be updated every 2 hours and resolved within 24 hours. The Contractor shall ensure the Government Regional and/or Area Manager or his/her designee and the TTM are informed of the status every 4 hours until event resolution.

The Contractor shall immediately notify the TTM of any VIP tickets initiated during normal business hours. For after hours VIP tickets the Contractor shall notify the Government Duty Officer and the TTM immediately via email of any after hours VIP tickets.

C.19.5 Email Services

The ICE email environment is predominantly Microsoft Exchange. A major responsibility of the LAN Administrators is to perform regular maintenance and email enhancements to include at a minimum:

- Adding, deleting, and moving user accounts
- Performing backups and restores to tape management
- Managing patches that have been already been pushed to the user community
- Implementing revisions to desktops, laptops, servers etc. as approved by the Infrastructure Change Control Board
- Providing user support and device configuration for the following: Blackberry, Outlook Mobile Access, and Windows handheld devices
- Retrieval and forwarding requests for documents for investigations and/or Freedom of Information Act (FOIA) requests pertaining to persons, subjects matters or contracts as requested by authorized Government personnel

C.19.6 Local Area Network (LAN) Administration and Support Services

LAN Administrators shall utilize the functionalities of the BMC REMEDY system. The Contractor shall provide IT security compliance, data communications support, relocate IT infrastructure, conduct custodians site surveys, coordinate special ICE initiatives, identify and resolve technical problems, and provide hardware and software support.

C.19.7 LAN Policy and Procedure Documentation

The Contractor shall assist with the development and updating of policies, procedures, and documentation as they pertain to network administration. They shall assist with the development of enterprise LAN standards which require that they analyze, recommend, test, and develop documentation required for day-to-day operations including backups and data storage. They shall submit all documentation to the TTM for approval within five business days of request. Access to Policies and Procedure Documents if/as required will be provided after award. Training on LAN Policy and Procedures will be provided by Government if/as determined by the Government.

C. 19.7.1 LAN Administration at ICE Foreign Offices (OCONUS)

The Contractor shall provide those LAN Administration functions listed in this SOW at ICE OCONUS locations. (Appendix B)

The Contractor shall assume responsibility for LAN Administration O&M. The Contractor shall ensure that all contractor employees assigned to this function obtain a Government furnished official passport and other documentation needed to travel overseas. ICE security requirements require that all Government furnished official passports remain in the custody of the Government when not in use by contractor personnel. The passport will be provided to the Contractor when they are required to travel to OCONUS offices.

C. 19.7.2 LAN Administration in the HQ Capital Area, Field Offices and VIP Support

The Headquarters (HQ) Capital Region presents a unique service requirement related to the VIPs who work in the HQ Capital Area as well as VIPs in field offices (e.g. Special Agent in Charge (SAC) and Field Operations Director (FOD)). The number of VIPs identified within this area averages approximately 100 at any given time. The Contractor shall be prepared to respond to rapidly developing requirements that are critical to ICE as a DHS component in a professional and courteous manner.

C.19.8 Hardware and Software Deployment

The Contractor shall deploy new or upgraded hardware or software and provide direct technical and troubleshooting support to end-users following deployment of new or upgraded hardware or software systems.

C.19.9 Computer Room and Wiring Closet Environment

The majority of ICE offices have designated a computer room and wiring closet to house IT equipment. The computer rooms and wiring closet spaces range from standard computer rooms to converted office spaces that have been retrofitted to accommodate IT equipment.

The LAN Administrator shall be responsible for maintaining a clean and professional environment that complies with ICE security requirements. The LAN Administrator shall be responsible for performing the following functions:

- Performing server backups and restores
- Monitoring server performance
- Performing capacity planning and management
- Testing and install patches per the Change Control Board (CCB); (Microsoft, application, security, etc.)
- Distributing software
- Overseeing and maintaining the wiring closet environment
- Supporting the network storage devices (SANs, NAS, and file servers)
- Monitoring computer room environment, such as: HVAC, electrical, and fire suppression
- Utilizing network management tools to provide remote control for troubleshooting, asset management, etc.
- Supporting print servers, other network devices, and remote access devices such as CITRIX and VPN
- Supporting communication devices
- Ensuring operability of desktops, printers, scanners, biometrics, and other peripherals
- Troubleshooting all components in the LAN environment

- Testing and deploying peripherals and desktops
- Providing deployment project support
- Providing project support (e.g. data gathering, provide new application support to the end user)
- Maintaining inventory of network resources
- Responding to emergency events in a timely fashion
- Ensuring equipment is tracked in the DHS ICE Sunflower Inventory

C.19.10 Facility-Related Activities

Contractor staff is located on-site either within, or in close proximity to, ICE offices. The Contractor shall work closely with program staff and management to provide general support as it relates to the location, status, or operation of ICE IT infrastructure. For example, responding to building alarms that may signify a condition or situation that would impact IT resources or capabilities.

C.19.11 Relocation, Expansion, or Construction Support

ICE regularly relocates, expands, or constructs new facilities throughout the year. When notified of such an event, the LAN Administrator shall be responsible for working with the user community, and logistical staff, within ICE to ensure that the IT requirements are met. Activities may include:

- Assist with identifying the computer room environment (power, space layout, HVAC, equipment)
- Assist with ensuring security requirements for the computer room are identified and implemented
- Ensure backups, data storage and offsite data storage is conducted on a regular basis

C.19.12 Interagency OCIO Support

Requests are received from Federal, state, and local agencies. The Contractor shall coordinate with the requestor to manage and resolve all problems, requests, and concerns as per the statement of work in the TO and as per guidance provided by the COR, or TTM. The work shall be identified via a ticket in BMC Remedy.

C.19.13 Information System Security Officer (ISSO) Support

The Contractor shall assist ISSOs with their responsibilities including:

- Ensuring that security requirements for major applications or general support systems are being or, shall be met
- Ensuring that requests for certification and accreditation of computer systems are completed in accordance with the DHS and/or ICE published procedures
- Ensuring protective measures for physical security threats, such as deadbolt locks on doors, placement of electrical wiring, etc.
- Ensuring compliance with all legal requirements concerning the use of commercial proprietary software (e.g. respecting copyrights and obtaining site licenses)
- Maintaining an inventory of hardware and software within the program/development offices or field site facility

- Coordinating the development of a Contingency Plan and ensuring that the plan is tested and maintained
- Ensuring risk analyses are completed to determine cost-effective and essential safeguards
- Ensuring preparation of security plans for classified systems and networks
- Attending ICE security awareness and related training programs and distributing security awareness information to the user community as appropriate
- Reporting IT security incidents (including computer viruses) in accordance with established procedures
- Reporting security incidents not involving IT resources to the appropriate security office
- Providing input to appropriate IT security personnel for preparation of reports to higher authority concerning sensitive and/or national security information systems
- The Contractor may also function as the ISSO or the Assistant ISSO (AISSO)

C.19.14 Government Inventory Assistance

The Contractor shall assist the Government during periodic inventories of IT equipment used by Government IT users. These inventories occur annually, but may occur more often. The Contractor is responsible for maintaining and adhering to Government Inventory Standards which will be provided at award.

C.19.15 Special Operations Support

The nature of the ICE mission necessitates an average of more than 100 special operations (c.g., Worksite and Enforcement Operations, Conventions, Conferences, Olympics, Super Bowl etc.) per year. These operations often become known to ITFO within just one to two weeks and on occasion within 1-2 days of the operation itself. Support for these operations demands very close communication with program offices, Washington DC Headquarters (HQ), and local points-of-contact. The Contractor is responsible for the coordination of the following:

- Connectivity to specific site(s)
- Ordering, delivery, tracking and deployment of IT and communications equipment
- Installing equipment
- Testing of installed equipment to ensure it is operational
- Broad-based, real-time IT support throughout the course of the operation
- Breakdown, shipping IT equipment back to original location and closure of the site as appropriate
- Maintaining detailed reports of activities
- Ensuring ITFO support personnel are in compliance with any special clothing requirement identified by the Government

C.20 WORKFORCE MANAGEMENT

C.20.1 Personnel Requirements

The Contractor shall ensure all contractor personnel shall have the education and experience relevant to these requirements at the time of assignment, and to fully perform the duties of that position. All personnel provided throughout contract performance shall meet and perform the minimum requirements of the position assigned.

The Contractor shall ensure any subcontractors to be fully qualified personnel and provide best value to the Government at the time of assignment by the contractor. The Contractor shall ensure that there are no conflicts of interest concerns for any of the Contractor staff or subcontractor staff.

Listed below are the anticipated standard labor categories for this contract. Other labor categories may be determined by the Government or the contractor during contract performance. Key personnel are designated by (Key).

- 1) Program Manager (Key)
- 2) Deputy Program Manager (Key)
- 3) Subcontractor Program Manager
- 4) Project Manager/Task Order Manager
- 5) Communications/Network Engineer
- 6) Computer Systems Analyst (Sr.)
- 7) Computer Systems Analyst (Jr.)
- 8) Systems Administrator
- 9) LAN/Deskside Support Technician

The Contractor's Staffing Plan which shall also include identification of Key Personnel shall be incorporated into the contract and/or TO as applicable. The final Staffing Plan shall be provided at the Post Award Conference.

C.20.2 Key Personnel

The Contractor may identify other positions as necessary as key to the work to be performed under this contract. Replacement of Key Personnel shall be IAW HSAR 3052.215-70 Key Personnel or Facilities.

C.20.2.1 Substitution of Key Personnel

The Contractor shall assign those key persons whose resumes were incorporated into award from the Contractor's proposal. No substitution of these key personnel shall be made except in accordance with this paragraph and HSAR 3052.215-70. All proposed substitutions in the period immediately after award shall be submitted in writing 30 days in advance of the proposed substitutions to the CO for approval.

After the transition period is complete, prior to any substitution of Key Personnel, the Contractor shall notify the CO and COR of the requested change not less than 15 days in advance. Such notification shall include:

- An explanation of the circumstances necessitating the replacement
- A complete resume of the proposed replacement

The Government will either approve or disapprove the replacement key personnel identified. No key personnel replacements shall be made prior to CO written approval. Recommended replacement personnel shall have an equal or better combination of education and experience than those of the person they are proposed to replace.

C.21 OPTIONAL SERVICES / TASKS

The critical nature of the work performed under this contract, and its impact on the ICE mission may result in limited request(s) for support for other technical categories, and/or additional levels of effort. The purpose of this section is to address those requirements. **It is important to note that a TO for these optional services/tasks may or may not be issued. Details required for any of the following Optional Services/Tasks will be contained in the individual TO(s), if issued.**

C.21.1 Special Projects

Special projects may arise that require ITFO support for an organization outside of the ICE OCIO or to support unforeseen requirements. These projects, and/or support activities shall be within the scope of this contract. Each special project TO will contain the requirements description. The Contractor shall track the costs, resources, and associated staffing.

C.21.2 Public Key Infrastructure Program (PKI)

The Contractor shall assist on-site with issuance and maintenance of PKI certificates for personnel in the field as ordered.

C.21.3 Video-Teleconferencing

The Contractor shall provide on-site support for Video Teleconferencing (VTC) as requested by ICE field Program staff or as directed by the Government Task Monitor to include:

- Coordination with other Contractors involved in acquisition or implementation of VTC solutions in field sites
- Assistance with VTC implementation that includes:
 - Requirements definition
 - Pre-Survey and site survey
 - Identification of security requirements and certification and accreditation (C&A) documentation
 - Testing and Integration of VTC systems on-site
 - Participation with site personnel during briefings, inventory and installation of equipment, completion of acceptance testing, and on-site training and documentation

C.21.4 Tactical Communications

ICE Tactical Communications (TacComm) provides engineering, technical, logistics, and project management support to assure that fully integrated multimedia (e.g., voice, data, video, multimedia, etc.) wireless-based tactical and strategic command, control, and communications systems are developed, fielded, and maintained in support of ICE's operational requirements.

C.21.5 Communications Security (COMSEC) Support

The Contractor shall assist ICE site Communications Security (COMSEC) Custodians with their responsibilities in accordance with Attachment Q of the DHS 4300B National Security Systems Handbook.

C.21.6 Homeland Secure Data Network (HSDN)

The Homeland Secure Data Network (HSDN) is a classified wide-area network for DHS and its components, with specific and controlled interconnections to the intelligence community and federal law enforcement resources. The Contractor shall be responsible for assisting in planning, site-visits, implementation, and operations and maintenance of HSDN connectivity at sites in which it is installed.

C.21.7 Remote Video Surveillance and Sensor Support

Remote video surveillance equipment (cameras) and remotely monitored sensors are used extensively in certain areas to alert DHS in sufficient time to intercept illegal entrants. The Contractor shall provide support as appropriate to facilitate the operation and maintenance of these devices.

C.21.8 Telephone Support

The Contractor may be required to provide administrative support for ICE Telephone/Voice Office communication systems.

C.21.9 Levels of Support

The Contractor shall provide various levels of support to ICE programs/end users as required. The levels would be categorized by silver, gold and platinum services (details to be provided in the TO if issued). The Contractor would be expected to assist the Government with the development of such levels of service and to provide services based on these levels to ICE customers.

C.21.10 Virtual Seat Management

The Contractor shall provide virtual seat management support to include a suite of tools and resources that would be needed for this type of support for ICE customers and as required by the Government Task Monitor. This includes assisting, supporting, planning, researching, and preparing service level standards consistent with the Government priorities.

C.22 Reports

C.22.1 Administrative Reporting Requirements

The Contractor shall submit all deliverables on time and in the format specified. All deliverables shall be current, accurate and complete, and free of spelling grammatical and other errors.

With the exception of formal deliverables in draft form, the Contractor shall make any and all work products available to TTM, the COR and/or the CO, upon request. All contract management deliverables shall be delivered to ITFO for review and comment or approval. All reports shall be submitted electronically to ITFO at the following email address

(b)(6),(b)(7)(C)

A report for "no activity" is required via email message. The Contractor shall submit the proposed formats for all reports to the COR for review and approval at the post award conference. The Government intends to move all reports to an XML format during the life of the contract. The Contractor, when instructed by the Government, will provide all reports in XML format, at no additional cost. Specific requirements include at a minimum:

- If the Contractor discovers errors in content after delivery, the Contractor shall notify the Government
- The Government shall have sole discretion to require an errata sheet or file or to require the Contractor to submit a corrected deliverable
- Electronic files shall bear filenames that clearly reflect the title of the deliverables
- All information contained in deliverables, items, equipment, and software, etc. acquired under this contract shall become the property of the Government
- If deliverables include patent, intellectual property, financial, personal or other information that the Contractor believes is proprietary or otherwise restricted, the Contractor shall inform the Government before delivery. Upon delivery, such documents, or portions thereof, shall be marked as "PROPRIETARY DATA" as applicable and approved by the CO and COR
- The Contractor shall make corrections as specified and resubmit the deliverable for review and approval for all deliverables that were late or requiring corrections

C.22.2 Operational Reporting

The Contractor shall keep the Government COR and Technical Task Monitor(s) apprised of:

- Operational matters that may impact the security of the ICE IT environment
- Critical activities based on established escalation policies and be summarized the morning of the next business day

C.22.3 Acceptance Criteria

The CO and/or COR will accept or reject deliverables. All deliverables are subject to the TTM's review and recommendation. The deliverable is not considered accepted until the COR approval is provided accepting the work. If a deliverable is rejected, the Contractor shall make corrections as specified and resubmit the deliverable for review and approval to the COR within three (3) business days. The Contractor shall include the information for the rejection and steps for resolution shall be incorporated in the QCP and the revised QCP will be submitted to the CO and COR within five (5) business days. The Government will make every effort to review all deliverables within five (5) business days of receipt unless otherwise specified

C.22.4 Ad Hoc Reports

Historically there have been approximately four Ad Hoc reports requested per month.

C.22.5 Government Furnished Property Inventory Listing

The Contractor shall submit the complete inventory listing of all GFP as follows:

- The quarterly GFP inventory listing shall be provided to the COR and TTM by 7:30 a.m. (Eastern Time) on the second Wednesday of the beginning of each quarter using the Government fiscal year. The listing shall identify the work area, location; individual assigned and acquired cost.
- The Annual Cumulative GFP Inventory Listing shall be provided to the COR and TTM by 7:30 a.m. (Eastern Time) on the second Wednesday after the beginning of the Government fiscal year. The listing shall include identifying the work area, location, and individual assigned and acquired cost.

C.22.6 Monthly ODC Report Log

The Contractor shall provide the COR an ODC report and log. The Monthly ODC Log shall be provided to the COR/TTM by 7:30 a.m. (Eastern Time) on the first Wednesday of the Month. The listing shall include the ODC Request Number, category, identifying the work area, location, individual assigned to, estimated cost, status, invoice paid under, invoice date, amount paid, date requested, date started, date approved by last appropriate approver, and date completed.

C.22.7 Annual ODC Report Log

The annual cumulative ODC log by Government fiscal year shall be provided to the COR/TTM by 7:30 a.m. (Eastern Time) on the second Wednesday after the beginning of the Government fiscal year. The listing shall include the ODC request number, category, identifying the work area, location, individual assigned to, estimated cost, status, invoice paid under, invoice date, amount paid, date requested, date started, date approved by last appropriate approver, and date completed.

C.22.8 Monthly ODC Travel Report

The Contractor shall provide the COR an ODC Travel Report and Log. The Monthly Travel Report and ODC Travel Log IAW paragraph C.9.1, shall be provided to the COR and Government Task Monitor by 7:30 a.m. (Eastern Time) on the first Wednesday of the Month. The listing shall include the ODC travel request number, identifying the work area, location, individual traveling, estimated/actual cost, status, invoice number, invoice date, amount paid, and date requested, date started, date approved by last appropriate approver, and date completed.

C.22.9 Annual Travel ODC Report

The annual cumulative ODC Travel report, by Government fiscal year shall be provided to the COR/TTM by 7:30 a.m. (Eastern Time) on the second Wednesday after the beginning of the Government fiscal year. The listing shall include the same information as the monthly report on an annual basis.

C.22.10 Monthly Status Report

The Contractor shall prepare monthly progress reports. Initial reports are due to the COR thirty (30) days after award and every thirty (30) days thereafter until the last month of performance; the final delivery shall occur ten (10) days before the end of the final option period and shall summarize performance during the period of performance and provide the status of any planned transition activity. A sample format is provided in Attachment 5.

The monthly report shall contain the following:

- Description of work planned
- Description of work accomplished
- Analysis of the difference between planned and accomplished
- Projected travel
- Actual Travel
- Open issues
- Brief summary of significant activities, problems, developments

- TO progress by TO number

C.22.11 Financial Reporting

C.22.11.1 Monthly Incurred Cost Financial Reports for T & M or LH Type TOs

The Contractor shall provide a monthly incurred cost financial report to the TTM and COR by 7:30 a.m. (Eastern Time) on the second Tuesday of every month. The financial report shall be consistent with other reports, link the CLINs projects, and invoices by TO in a summary sheet for all TO's; and shall include at a minimum:

- Actual costs for the previous month to include the hours, labor, and travel. This shall be consistent with the invoice, (if applicable).
- Identify the CLINS and projects and any other element required by the Government
- All incurred costs by the Contractor for this contract to include sub-contractor and other costs the Contractor has committed for this contract by TO, (if applicable)
- Identify the amount the Contractor projected cost to do the work and the amount that has been invoiced for the month and cumulative to-date by Government fiscal year, calendar year, and TO period of performance, (if applicable)
- Invoice numbers and amounts
- Clearly identifying any changes from previous reports and including a narrative why
- Earned value, periodic reporting

The Contractor shall provide any and all earned value, periodic reporting, and capital planning-related financial reports as mandated by the Office of Management and Budget (OMB), and DHS.

C.22.11.2 Upcoming Month Projected Cost Financial Reports for T & M or LH Type TOs

The Contractor shall provide an Upcoming Month projected Cost Financial Report to the Government Task Monitor and COR by 7:30 a.m. (Eastern Time) on the second Tuesday of every month. The financial report be consistent with the other reports, link the CLINs and projects, and invoices; and shall include at a minimum:

- Identify the CLINS and projects and any other element required by the Government
- All projected costs by the Contractor for this contract to include sub-contractor and other costs
- Identify the Contractor projected cost to do the work and the amount needed for the upcoming month
- Clearly identifying any changes from previous reports and including a narrative explanation
- Earned value, periodic reporting

The Contractor shall provide any and all earned value, periodic reporting, and capital planning-related financial reports as mandated by the OMB and DHS.

C.22.11.3 Contract/TO Close-Out Report

The Contractor shall provide the final contract/TO close-out report that will consist of the following:

- Final Summary Ad Hoc Reports
- Final Summary Other Direct Costs Report Log
- Final Summary Annual ODC Report Log
- Final Summary Financial Report
- Final Cost Financial Report

These documents shall be provided to the COR and CO not later than 10 business days following contract/TO completion. The formats for the reports shall be the same as those identified in the Deliverables Table. The Government reserves the right to request both hard copy and electronic versions of the contract close-out report.

C.23 Accessibility Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All electronic and information technology (EIT) deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the applicable standards have been identified and are listed in Attachment 1 - Special Contract Requirements and Attachment 2 – Provisions and Clauses..

C.24 Performance Measures

The Contractor shall adhere to the following performance measures. Additional performance measures may be required throughout the life of this contract.

World Class Customer Service is defined as:

Performance Measure	Expectation
Customer Service and Satisfaction	All support and services provided under this contract will be of the highest standard. World class customer service will be expected and can be measured by the lack of complaints and the frequency of positive comments from ICE customers
Resource Availability	All resources required for this contract will be available according to the Governments required hours of operation. If these hours of operation change the Contractor shall adhere to these changes without degradation of the quality or timeliness of services
Quality Deliverables	All deliverables for this contract will be of high quality - the

	work that is provided must be free of errors and inaccurate data
Response Time to Government Requests	All requests made by the Government will be acknowledged within 3 hours of receipt or request. <u>VIP requests which shall comply with the response times in paragraph C.19.4. Tickets shall be resolved within 24-48 hours unless impacted by the requirement to order hardware or software, etc. Work impacted by the requirement to order/receive hardware or software shall be tracked, monitored and worked continuously and be reported in the Monthly Status Report or as requested by the COR.</u>
Reporting Timelines	All reports required are submitted on time, to the applicable POC and free from errors and omissions.

The chart below provides rating guidelines to assist in the evaluation of the performance/deliverables. The following acts as guidance in making Excellent, Acceptable or Unacceptable evaluation(s).

EXCELLENT**ACCEPTABLE****UNACCEPTABLE****Timeliness of Performance****Timeliness of Performance****Timeliness of Performance**

There were no delays

Delays did not impact achievement of contract requirements

Delays compromised the achievement of contract requirements despite use of internal resources

Delays required minor internal resources to ensure achievement of contract requirements

Delays required major internal resources to ensure achievement of contract requirements

Quality**Quality****Quality**

There were no quality related problems

Nonconformance did not impact of contract requirements

Nonconformance compromised the achievement of contract requirements, despite use of internal resources

Nonconformance required minor internal resources to ensure achievement of contract requirements

Nonconformance required major internal resources to ensure achievement of contract requirements

Cost Control**Cost Control****Cost Control**

Contractor gave detailed indication of controls/limits on costs

Contractor gave adequate indication of control limits on cost

Contractor gave no indication of controls/limits on cost

Contractor rarely gave indication of controls/limits on costs

Business Conduct

Response to inquiries, technical/service/ Administrative issues were effective and responsive

Business Conduct

Response to inquiries, technical/service administrative issues were usually effective and responsive

Business Conduct

Response to inquiries, technical/service administrative issues were not effective and responsive

Response to inquiries, technical/service/administrative issues were marginally effective and responsive

Customer satisfaction

Contractor was always perceived by end users as cooperative, responsive and effective

Customer satisfaction

Contractor was usually perceived by end users as cooperative, responsive and effective

Customer Satisfaction

Customer was rarely perceived by end user as cooperative, responsive and effective

C.25 Transition Plan

The Contractor shall provide the final and updated copy of the Transition Plan to the Government at the Post Award meeting or within five (5) business days following the Post Award meeting or unless otherwise coordinated. This plan shall be consistent with the plan the Contractor provided with their proposal and as negotiated. Not later than five (5) calendar days following receipt of Government comments, the Contractor shall submit the revised final Transition Plan to the Government for review and acceptance. The Transition Plan shall include the items identified below, at a minimum, identifying the major milestones that shall meet the timeline identified below:

Schedule	Percent of identified equipment and staff resources available, hired, approved by ICE Security and supporting	Percent of task support responsibilities prepared to assume	Transition deliverables provided to Contracting Officer's Technical Representative (COR), CO and Government Task Monitor
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Schedule	Percent of identified equipment and staff resources available, hired, approved by ICE Security and supporting	Percent of task support responsibilities prepared to assume	Transition deliverables provided to Contracting Officer's Technical Representative (COR), CO and Government Task Monitor
30 Days after Contract Award	50%	50%	50%
60 Days after Contract Award	95%	100%	100%

C.26 Deliverables

All deliverables shall be delivered in electronic format and the email subject line shall clearly identify the deliverable and due date. All deliverables shall be submitted to the POC(s) identified below.

C.26.1 Deliverables

SOW Reference	Deliverable	Date Due	Deliver To/Report Via
Section C.7	Post Award Conference	10 days after award	CO, COR and TTM
Section C.26	Transition Plan (Final)	Post Award Conference	CO, COR and TTM(s)
Section C.21.1 and C.21.2	Staffing Plan (Final)	Post Award Conference	CO, COR and TTM(s)
Section C.17.2	Program Management Plan (final)	10 business days after Transition is complete	CO, COR and GFM
Section C.17.2	Program Management Plan (Final Revision)	5 business days after receipt of Government comments-if applicable	CO, and COR
Section C.21.1	Key Personnel List	Post Award Conference	CO, COR
FAR 52.203-13	Contractor Code of Business Ethics and Conduct	Within 30 days after contract award	CO
FAR 52.204-09	Personal Identity Verification of Contractor Personnel	Post Award Conference and as changes/additions are made	CO, and COR

FAR 52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	By the end of the month following the month of a contract award, and annually thereafter for Executive Compensation and by the end of the month following the month of award of a first-tier subcontract with a value of \$25,000 or more	Executive Compensation at: http://www.ccr.gov First Tier Subcontract Awards at: http://www.fsrs.gov
FAR 52.219-9	Small Business Subcontracting Report	IAW 52.219-9	http://www.esrs.gov
FAR 52.228-5 and 52.228-7	Insurance – Work on a Government Installation	Post Award Conference and as annually thereafter	CO, COR
FAR 52.222-54	Employment Eligibility Verification	Enroll if not enrolled within 30 days of award Provide Verification of Enrollment at Post Award Conference or within 30 days of award	CO, COR
HSAR 3052.204-70	IT Security Plan	10 business days after award	CO, COR and TTM(s)
Section C.18	Quality Control Plan (QCP) Final	Post Award Conference	CO, COR and TTM(s)
Section C.20.7	LAN Policy Procedure Documentation	As specified by the Government	CO, COR and TTM(s)
Section C.23.4	Ad Hoc Reports and Documentation	As specified by the Government	CO, COR and TTM(s)
Section C.23.5	GFP Inventory Listing	Quarterly and Annually	CO, COR and TTM(s)

Section C.23.6	Monthly ODC Report Log	First Wednesday of each month	CO, COR and TTM(s)
Section C.23.7	Annual ODC Report Log by Government Fiscal Year	Second Wednesday after the beginning of the Gov't. Fiscal Year	CO, COR and TTM(s)
Section C.23.8	Monthly ODC Travel Report	First Wednesday of each month	CO, COR and TTM(s)
Section 23.9	Annual ODC Travel Report	Second Wednesday after the beginning of the Gov't. Fiscal Year	CO, COR and TTM(s)
Section C.23.10	Monthly Status Report	30 days after contract award and every 30 days thereafter	CO, COR and TTM(s)
Section C.23.11 and C.23.11.1	Monthly Financial Report (incurred costs)	Second Tuesday of every month as applicable	CO, COR and TTM(s)
Section 23.11. and C.11.2	Upcoming Month Projected Cost Financial Report	Second Tuesday of every month as applicable	CO, COR and TTM(s)
Section C.23.12	Contract Close-Out Report	10 business days after contract end date	CO, COR and TTM(s)
Section 23.12	Task Order Close-Out Report	10 business days after TO end date	CO, COR and TTM(s)
Section H.8.3	Contractor Information Systems Security Officer (ISSO) POC Requirement	Post Award Conference	COR