

2. CONTRACT NO. HSSCCG-16-C-00012
 3. AWARD/EFFECTIVE DATE: 02/05/2016
 4. ORDER NUMBER
 5. SOLICITATION NUMBER: HSSCCG-16-R-00003
 6. SOLICITATION ISSUE DATE: 01/20/2016

7. FOR SOLICITATION INFORMATION CALL: **Charlotte Edwards**
 a. NAME: Charlotte Edwards
 b. TELEPHONE NUMBER (No collect calls): 802-872-4692
 8. OFFER DUE DATE/LOCAL TIME: ET

9. ISSUED BY: USCIS Contracting Office
 Department of Homeland Security
 70 Kimball Avenue
 South Burlington VT 05403
 CODE: CIS

10. THIS ACQUISITION IS:
 UNRESTRICTED OR
 SET ASIDE: 100.00 % FOR:
 SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
 WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
 EDWOSB
 8(A)
 NAICS: 561110
 SIZE STANDARD: \$7.5

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
 SEE SCHEDULE

12. DISCOUNT TERMS: Net 30

13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION:
 RFQ IFB RFP

15. DELIVER TO: Customer Service Public Engagement
 20 Massachusetts Avenue NW
 Washington DC 20529
 CODE: HQCSPED

16. ADMINISTERED BY: USCIS Contracting Office
 Department of Homeland Security
 70 Kimball Avenue
 South Burlington VT 05403
 CODE: CIS

17a. CONTRACTOR/OFFEROR: DEXTERA CORPORATION
 5870 TRINITY PARKWAY
 SUITE 120
 CENTREVILLE VA 20120
 CODE: 5575738910000
 FACILITY CODE:

18a. PAYMENT WILL BE MADE BY: See Invoicing Instructions
 CODE: WEBVIEW

TELEPHONE NO.

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED
 SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: 557573891+0000 SBA Requirement: 0353/16/600762 Administrative and Program Support Services for the USCIS Customer Service Public Engagement Directorate (CSPED.) AAP Number: 2014021509 DO/DPAS Rating: NONE Period of Performance: 02/05/2016 to 08/04/2017 Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: See schedule

26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$2,577,950.40

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.

29. AWARD OF CONTRACT: _____ 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): *[Signature]*

30b. NAME AND TITLE OF SIGNER (Type or print): S. Dale Allen

30c. DATE SIGNED: 2/4/16

31b. NAME OF CONTRACTING OFFICER (Type or print): S. Dale Allen

31c. DATE SIGNED: 2/4/16

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	Administrative and Program Support Services as specified in the attached Performance Work Statement. Firm Fixed Price (FFP) Accounting Info: EXFD000 ASC EX 50-01-00-000 01-00-0000-00-00-00-00 GE-25-37-00 0000 Funded: \$ [REDACTED] Accounting Info: CSPDCON ADM EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-37-00 000000 Funded: \$ [REDACTED]	12	MO	[REDACTED]	[REDACTED]
0002	Travel/ODC - Not to Exceed \$ [REDACTED] Travel must be pre-approved by the COR and in accordance with the Performance Work Statement (PWS.) Obligated Amount: \$ [REDACTED] Accounting Info: CSPDCON ADM EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-37-00 000000 Funded: \$ [REDACTED]	1	LO	[REDACTED]	[REDACTED]
1001	Administrative and Program Support Services as specified in the attached Performance Work Statement ... Continued ...	6	MO	[REDACTED]	0.00

32a. QUANTITY IN COLUMN 21 HAS BEEN

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

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

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

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

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

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 42a. RECEIVED BY (Print)
 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER 41c. DATE 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
DEXTERA CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Statement.</p> <p>Firm Fixed Price (FFP) Amount: \$ [REDACTED] (Option Line Item) 01/05/2017</p>				
1002	<p>Travel/ODC - Not to Exceed [REDACTED]</p> <p>Travel must be pre-approved by the COR and in accordance with the Performance Work Statement (PWS.) Amount: [REDACTED] (Option Line Item) 01/05/2017</p> <p>Accounting Info: Funded: \$0.00</p> <p>CONTRACT ADMINISTRATION: The contractor shall not accept any instruction that would result in any change to the supplies or services herein by any entity other than the issuing office's Contracting Officer (CO). The following is delegated to the Contract Specialist (CS) and the Contracting Officer's Representative (COR.) The COR is responsible for technical monitoring, receiving and accepting the product or service and verifying the invoicing of one time purchase of firm fixed price supplies. The CS is a procurement official who assists the CO in all aspects of the contracting functions. The CS will review and approve proper, accurate, and complete invoices for FFP contracts, and forward the approved invoices for payment processing. The CS will work with all involved to resolve any invoicing issues and insure the invoice documentation is accurate in the electronic record.</p> <p>The following are points of contact for this contract:</p> <p>Contracting Officer's Representative (COR): Freddie Jordan (Reviews Invoices) Freddie.G.Jordan@uscis.dhs.gov 202-272-1715 Continued ...</p>	1	LO	[REDACTED]	0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

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NAME OF OFFEROR OR CONTRACTOR
 DEXTERA CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Contract Specialist (CS): Charlotte Edwards (Reviews and Approves Invoices) Charlotte.Edwards@uscis.dhs.gov Phone: 802-872-4692</p> <p>Contract Officer (CO): S. Dale Allen (Reviews, Approves or Rejects Invoices) Dale.Allen@uscis.dhs.gov 802-872-4548</p> <p>ATTACHMENTS: 1.) Performance Work Statement (Pgs 1-21) 2.) Terms and Conditions (Pgs 1-13) 3.) Contractor Pricing Schedule (Pgs 1) 4.) Privacy Clause Requirement (Pgs 1-4) 5.) Security Clause (Pgs 1-8) 6.) Wage Determination No.: 2015-4281; Revision No.: 2; Date of Revision: 12/29/2015 (Pgs 1-11) 7.) Wage Determination No.: 2005-2375; Revision No.: 17; Date of Revision: 12/29/2015 (Pgs 1-10) 8.) Wage Determination No.: 2015-5613; Revision No.: 3; Date of Revision: 12/29/2015 (Pgs 1-10)</p> <p>The total amount of award: [REDACTED]. The obligation for this award is shown in box 26.</p>				

Attachment 1
Administrative and Program Support Services
USCIS Customer Service and Public Engagement Directorate (CSPED)

**Department of Homeland Security
U.S. Citizenship & Immigration Services
Administrative and Program Support Services
Customer Service and Public Engagement Directorate (CSPED)
Performance Work Statement (PWS)**

1. Title of Project

Administrative and Program Support for the Department of Homeland Security (DHS) U.S. Citizenship and Immigration Services (USCIS) Headquarters Programs in the Customer Service and Public Engagement Directorate (CSPED).

2. Place of Performance:

Onsite contract services will be performed at CSPED Headquarters in Washington, DC, USCIS Directors Office, and at the Eastern and Western Telephone Centers as follows:

- Tasks 1 – 3: Onsite contract support will be provided at CSPED Headquarters – 111 Massachusetts Avenue NW, 6th Floor, Washington DC
- Task 4: Onsite contract support will be provided at the Eastern Telephone Center, (ETC) at 201 Varick Street, Room 1101, New York, NY 10014, and Western Telephone Center, (WTC), at 300 North Los Angeles Street, Room 2373, Los Angeles, CA 90012
- Task 5: Onsite contract support will be provided at 20 Massachusetts Avenue NW, Suite 5110, Washington DC
- Task 6: Onsite contract support will be provided at CSPED Headquarters – 111 Massachusetts Avenue NW, 6th Floor, Washington DC

3. Period of Performance

The period of performance (POP) for this contract is a base period of 12 months and a 6-month option period for a total POP of 18 months.

4. Background Information

The mission of USCIS is to administer the immigration and naturalization laws of the United States. USCIS must ensure customers receive timely and accurate information, and correctly adjudicated benefit applications and petitions through a commitment to excellence, courtesy, process improvement, and customer satisfaction.

In support of the USCIS mission, CSPED has several programs designed to assist USCIS customers with the most efficient methods to obtain general information, submit applications, make appointments with USCIS district offices, and conduct status checks on their applications.

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Administrative and Program Support Services
USCIS Customer Service and Public Engagement Directorate (CSPED)

This information is offered by CSPED on the USCIS Web site through telephone service centers and written inquiries.

CSPED is a separate directorate of USCIS and is composed of several branches; all project work individually and collectively will focus on customer service programs. Each branch has staff made up of Government and contract personnel. CSPED requires program management and administrative support for the Planning & Coordination Division (PCD), Contact Center Enterprise Office (CCE), Content Management Office (CMO), Customer Assistance Office (CAO), and two call centers, one in Los Angeles and one in New York. The CSPED organizational components are described as follows:

- **Planning and Coordination Division (PCD)** is responsible for the daily operations of the entire Directorate. Responsibilities include the CSPED budget, procurement/contract requirements, human resources, and quality assurance activities.
- **Customer Service Division (CSD)** is responsible for a wide range of products and activities that directly support delivery of services and information to USCIS customers as described below:
 - **Content Management Office (CMO)** is responsible for writing a variety of communication products that deliver immigration-related information to USCIS customers. The communication products include guidance on immigration laws, policies, and procedures. CMO manages and updates the USCIS Web site at www.uscis.gov, which includes the Gateway System enabling USCIS customers to submit immigration forms online. CMO writes scripted information for the National Customer Service Center (NCSC). CMO ensures that scripts, fact sheets, standard response templates, and other communications are created and updated when legislation changes. The CMO consist of a Branch Chief, Branch Supervisor, project leaders, and contract support staff that provide communication expertise to research and update content noted above.
 - **Contact Center Enterprise Office (CCE)** operates the NCSC, a nationwide Call Center network that provides information to USCIS customers. The NCSC uses an Interactive Voice Response (IVR) System at two levels of expertise as explained below. CCE consists of a Branch Chief, Branch Supervisor, and Project Coordinator who interface with both levels of NCSC.
 - **Tier 1** provides basic information on immigration benefits and procedures, and is supported by two separate contractors with call centers in Barbourville, KY; Ft. Worth, TX; London, KY; and El Paso, TX. Contract customer service representatives (CSRs) respond to requests for general information, process various caller services requests, and provide basic case-processing information using pre-scripted materials. Calls beyond Tier 1 capabilities are transferred to Tier 2.
 - **Tier 2** is staffed with trained USCIS immigration information officers (IIOs) and immigration service officers (ISOs) who work in Call Centers in Los Angeles and New York. IIOs/ISOs assist with calls that require research in USCIS databases, involve complex information categories, or

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go beyond the scripted material available in Tier 1. Contract support is used to provide assistance to the Call Center directors and their staff in both Tier 2 locations.

- **Customer Assistance Office (CAO)** primarily provides information to USCIS customers as they relate to general immigration-related information and applications and related benefits. Information is provided to customers either through telephone support for the USCIS Director's Office or through responses to written correspondence received by the White House, USCIS Ombudsman's Office, Office of Civil Rights and Civil Liberties, DHS, USCIS, and USCIS field offices.
- **Quality Assurance Office (QAO)** is responsible for quality assurance for all CSPED operations. QAO reviews current processes and implements standards and measurements to achieve the most effective, efficient means to accomplish the goals set in each branch. Contract support is needed to produce real time, daily, weekly, and monthly reports, and to serve as consultants in immigration-related information. Minimum travel outside the Washington, DC, area may be required.
- **Public Engagement Division (PED)** seeks to improve the organization through aggressive engagement with customers and stakeholders. Through engagement, listening, and constructive criticism, PED can provide the Director early warning on emerging issues, frame problems for staff action, anticipate unintended consequences, and submit potential solutions. These actions work to create understanding, credibility, trust, and constructive relationships with stakeholder groups, intergovernmental agencies, and customers.

PED supports the full range of citizenship and immigration programs to make customer interaction with the Agency more effective as the Division works to protect national security, reunite families, provide refuge to those fleeing persecution, and foster opportunities for economic growth. PED uses the range of communications tools, from interpersonal engagement to social media, to ensure timely and comprehensive mutual understanding.
- **Innovation and Technology Division** innovates and develops technology solutions that solve business problems while providing a rich, meaningful customer experience through our Web site, contact centers, and public engagements.

5. Scope

The Contractor shall provide administrative and program support to CSPED, the Director's Office, and the call centers in Los Angeles and New York.

The Contractor shall assist each CSPED component with analysis, correspondence, documentation (Web content), reporting, and administrative support services.

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6. Specific Tasks

General Administrative Support Services: Task 1

The Contractor shall:

- 6.1.1 Use an online document tracking system to retrieve electronic mail, distribute work assignments to appropriate personnel, and complete work assignments within the system;
- 6.1.2 Monitor and maintain shared USCIS email boxes, retrieve and determine if further action is required, and forward to appropriate personnel;
- 6.1.3 Attend and participate in meetings and training sessions as needed to perform program-related activities and other work tasks at their designated location;
- 6.1.4 Perform general administrative functions in support of program office day-to-day operations including front desk coverage, greeting customers, answering telephones;
- 6.1.5 File and store completed documents on computer hard drive or disk and/or maintain a computer filing system to store, retrieve, update, and delete documents;
- 6.1.6 Assist with preparation of travel authorizations, vouchers, and expense reports using the automated travel planning system;
- 6.1.7 Manage daily schedules through Microsoft Outlook;
- 6.1.8 Arrange meetings, including assisting with the preparation of agendas, obtaining background materials, and notifying and sending reminders to attendees;
- 6.1.9 Create and complete multiple assignments using a variety of software packages to include Windows, MS Word, Excel, PowerPoint, or equivalent software to create, update, and edit a wide range of documents and reports;
- 6.1.10 Provide administrative support to the Directorate Chief, Deputy Chief, and other personnel with daily operations and project-related activities and events;
- 6.1.11 Review files and other documents to obtain information to respond to requests;
- 6.1.12 Type and proofread correspondence, reports, text, and other written material from rough drafts or corrected copies;
- 6.1.13 Compile data from records in support of periodic reports;
- 6.1.14 Review correspondence for format and typographical accuracy and assemble the information into a prescribed form with the correct number of copies;
- 6.1.15 Maintain files and control records to show correspondence activities;
- 6.1.16 Route correspondence to other departments for reply;
- 6.1.17 Transmit information or documents, using computer, mail, or facsimile machine;
- 6.1.18 Open, read, route, and distribute incoming mail or other materials and answer routine letters.

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Executive Administrative Assistant Services: Task 2

The Contractor shall:

- 6.2.1 Assist in the preparation of reports, memos, letters, and other documents using Microsoft Office software (e.g., Word, Excel, Outlook, PowerPoint, etc.);
- 6.2.2 Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees, and board of directors;
- 6.2.3 Answer telephone calls and direct calls to appropriate parties or take messages;
- 6.2.4 Attend meetings to record minutes at their designated location;
- 6.2.5 Maintain appointment schedule by planning and scheduling meetings for the Senior Executive;
- 6.2.6 Greet visitors and determine whether they should be given access to specific individuals;
- 6.2.7 Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution;
- 6.2.8 Perform general office duties such as copying, setting up conference calls, scheduling meetings, etc.;
- 6.2.9 File and retrieve corporate documents, records, and reports;
- 6.2.10 Open, sort, and distribute incoming correspondence, including faxes and email;
- 6.2.11 Make travel arrangements for executives.

Analyst Support Services: Task 3

The Contractor shall:

- 6.3.1 Assist in writing content for Call Center scripts, fact sheets, Hot Topics, USCIS Internet and intranet sites, and other USCIS products;
- 6.3.2 Update and revise existing Call Center scripts, fact sheets, Gateway and reading room guides, Hot Topics and USCIS Internet and intranet sites, and other USCIS products with changes in immigration and nationality law, regulations, policy, and USCIS business processes;
- 6.3.3 Monitor the USCIS Web site and identify changes and update as needed for the USCIS Gateway System;
- 6.3.4 Provide customer support/service for the Service Request Management Tool (SRMT) by creating user names and activating and deactivating accounts. Also responsible for creating and editing SRMT macros and forms matrix;
- 6.3.5 Conduct research via internet, informational meetings and other resources and work with CMO staff to obtain information for writing and updating Call Center scripts, fact sheets, Web content, and other USCIS products (e.g., forms instructions);

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- 6.3.6 Maintain and track daily status reports on tasks and ongoing projects to provide status updates to USCIS management;
- 6.3.7 Provide English/Spanish language translations (if the contractor is fluent in Spanish, this is desired but not required), as needed in the Content Management Office for online document script within CSPED;
- 6.3.8 Assist with data collection and reporting for call monitoring and quality assurance projects for the NCSC for Tier 1 and Tier 2 telephone call centers;
- 6.3.9 Perform data collection using quantitative and qualitative analysis to study and evaluate program needs;
- 6.3.10 Use Microsoft Office Suite, such as Excel, Word, PowerPoint and Access to produce statistical data reports, charts, and presentations related to project activities; as well as all other software programs identified by the program office;
- 6.3.11 Prepare presentations and management briefings;
- 6.3.12 Conduct research to assist program needs;
- 6.3.13 Assist in the preparation of management reports defining and evaluating problems and recommending solutions. Gather and organize information on problems or procedures;
- 6.3.14 Analyze data gathered and develop solutions or alternative methods of proceeding;
- 6.3.15 Draft and/or proofread correspondence based on judicial opinions, decisions, or citations;
- 6.3.16 Research law, court decisions, documents, opinions, briefs, or other information related to immigration.

Call Center Administrative Support Services: Task 4

The Contractor shall:

- 6.4.1 Assist with program related activities at the Call Centers in the following locations:
 - Eastern Telephone Center, (ETC), at 201 Varick Street, Room 1101, New York, NY 10014; and
 - Western Telephone Center, (WTC), at 300 North Los Angeles Street, Room 2373, Los Angeles, CA 90012.
- 6.4.2 Support the Call Center Directors and personnel with daily operations and project related activities. Coordinate and schedule meetings and conferences.
- 6.4.3 Maintain calendars in MS Outlook and coordinate meetings as directed by the Government. This also includes, tracking action items and commitments from CSPED headquarters personnel.
- 6.4.4 Provide administrative support to Immigration Service Officers (ISOs) as needed.

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- 6.4.5 Assist with travel arrangements and process travel management documents for Branch Chiefs or other employees.

Special Assistant: Task 5

The Contractor will support the USCIS Director and Chief of Staff to carryout Special Assistant duties and responsibilities:

- 6.5.1 Assist in the preparation of reports, memo, letters, and other documents using Microsoft Office software (e.g., Word, Excel, Outlook, PowerPoint, etc.);
- 6.5.2 Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and board of directors;
- 6.5.3 Answer telephone calls and direct calls to appropriate parties or take messages;
- 6.5.4 Attend meetings to record minutes at their designated location;
- 6.5.1 Maintain appointment schedules by planning and scheduling meetings for the Senior Executive;
- 6.5.5 Greet visitors and determine whether they should be given access to specific individuals;
- 6.5.6 Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution;
- 6.5.7 Perform general office duties such as copying, setting up conference calls, scheduling meetings, etc;
- 6.5.8 File and retrieve corporate documents, records, and reports;
- 6.5.9 Open, sort, and distribute incoming correspondence, including faxes and email;
- 6.5.10 Make travel arrangements for executives;
- 6.5.11 Serve as the special assistant to the Director, providing administrative management operational support;
- 6.5.12 Use Government-furnished equipment to provide continual updates, including outside normal office hours, to the Director regarding pending travel and schedule changes; the Special Assistant is eligible to telecommute as necessary in performing duties for the Director's Office;
- 6.5.13 Brief the Director, Chief of Staff, and senior counselors daily on upcoming events, meetings, and pertinent issues;
- 6.5.14 Assist and identify the need for special projects;
- 6.5.15 Work with the director in planning, organizing, and overseeing the activities of the office.
- 6.5.16 Maintain a continuous liaison with other Government officials, component/agency stakeholders, and any subordinate offices/organizations;

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- 6.5.17 Plan all aspects of research, scheduling and travel coordination for the USCIS Director;
- 6.5.18 Work alongside the Director to manage relationships with prominent officials;
- 6.5.19 Assist the USCIS Director on outreach tactics and support the Director's involvement in substantive projects.

Technical Writer: Task 6

The contractor shall:

- 6.6.1 Edit correspondence and other materials for communication with customers.
- 6.6.2 Organize materials and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology.
- 6.6.3 Ensure that documents are written in accordance with the agency's style guide, which will be provided to the Contractor, and editorial practices and style.
- 6.6.4 Ensure writing is easy to read and that documents and correspondence use plain language.
- 6.6.5 Review draft documents to ensure they are free of errors.
- 6.6.6 Fix grammar, punctuation, and spelling errors in documents and correspondence.
- 6.6.7 Ensure that names, places, and organizations are spelled correctly and that facts, dates, and statistics are accurate.
- 6.6.7 Edit, standardize, and make changes to material prepared by other writers.
- 6.6.8 Select charts, graphs, tables, and other non-textual material for enhancement to and inclusion within documents.
- 6.6.9 Create page layouts especially regarding the placement of textual and non-textual material.
- 6.6.10 Understand the agency's mission and programs and observes work processes and procedures to determine appropriate writing and editing practices.
- 6.6.11 Discuss issues with office personnel and reads agency reports, documents, and other material to become familiar with office and agency practices to integrate writing and editing style.
- 6.6.12 Review draft materials and recommend revisions or changes in scope, format, content, as well as methods of publishing.

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6.6.13 Help writers research topics and locate and contact sources throughout the development of documents.

6.6.14 Contact sources of information in documents and conducts online research.

6.6.15 Work closely with other writer/editors, suggesting changes to enhance a document's readability, conciseness, and style.

6.6.16 Maintain records and files of work and revisions.

7. Contract Personnel

The Contractor will fill vacancies with contract personnel who are skilled, trained, and qualified to support specific job functions within each component as described within the scope of the PWS. The Contractor will provide both onsite and offsite personnel as described in each task encompassed in the scope of the PWS.

Contract personnel may be required to attend training activities as a requirement to perform specific job functions or meet USCIS Security requirements. Specific training may be required for specific tasks, such as training in the DHS Document Tracking System (for CAO support). Training will take place both on the job as well as online;

USCIS core hours of operation are between 7 a.m. and 6 p.m. Monday through Friday, except Federal holidays as listed in 7.1. The Contractor will be required to provide staff who will work 8 hours during these core hours. The Contractor staff will adjust and/or share job duties as requested to enhance production and program effectiveness.

Contractor staff will follow all policies, rules, and guidelines set by the DHS, USCIS, or other Government offices with these authorities. Contractor staff will adhere to all evacuation procedures as determined by each office location.

7.1 Government Holidays: All Government offices will be closed for legal Federal holidays or any day specifically declared by an Executive Order from the President of the United States as a national holiday.

New Year's Day	1 st day of January (or observed)
Martin Luther King Jr.'s Birthday	3 rd Monday of January
President's Day	3 rd Monday of February
Memorial Day	Last Monday of May
Independence Day	4 th day of July (or observed)
Labor Day	1 st Monday of September
Columbus Day	2 nd Monday of October
Veteran's Day	11 th day of November (or observed)

Thanksgiving Day	4 th Thursday of November
Christmas Day	25 th day of December (or observed)

7.2 Telecommuting of Contractor Employees

The government may restrict the place of performance after determining that the work or any portion thereof must be performed at a specified place of performance; or security would be compromised. Where operational considerations permit, episodic telework may be authorized for the contractor's employees. Telework will be authorized on a case by case basis depending on the position. The contractor shall submit a Contractor's Employee Telework plan to the COR, including employee telework agreement.

Key Personnel

8.1 Definition: Key personnel are defined as management personnel critical to, and essential for, the Contractor's successful performance under this contract. The Contractor will submit capability statements for these personnel with their proposal.

8.2 Personnel Designated as Key: The following personnel are designated as key:

- Team Lead – [REDACTED]

Before replacing any individual designated as key, the Contractor will notify the CO and the COR no less than 30 days in advance and, submit a written justification for replacement, and provide the name and qualifications of any proposed substitute(s). All proposed substitutes will possess qualifications equal to or superior to those of the Key person being replaced. The Contractor will not replace key Contractor personnel without approval from the CO.

Emergency requests to replace key personnel will be submitted in writing to the CO and the COR within 3 business days, and must be approved by the CO before replacement occurs. The request will include an explanation of the circumstances necessitating the proposed replacement.

The Contractor will demonstrate that the proposed key personnel have the skills and similar experience necessary to complete the tasks identified within the period of performance.

8.3 Team Lead

The individual assigned to the Team Lead position for the CSPED office in Washington, DC, will be responsible for overall daily operations and administrative support services of the contract. The Team Lead will be the single point of contact for the COR. During any absence of the Team Lead, the Team Lead will designate an alternate to act for the Contractor on all matters relating to work performed under this Contract. Additionally, the Contractor will designate a Contractor Team Lead who will serve as the primary point of contact for face-to-face communication between the Government and the Contractor regarding performance and operational concerns that may arise at the three Government offices, i.e. Washington, DC; New York, and Los Angeles.

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Contractor Team Lead duties are considered to be collateral to the duties of their position description, not in lieu of them. The role of a Team Lead is to be the first point of contact to resolve issues between the Government and a Contractor employee. This includes staffing, problem escalation and resolution, performance monitoring, time and attendance, and leave issues, among others. The Contractor will ensure that the Team Lead's additional duties will not detract from the performance of the services or tasks of the contract.

The skills and requirements for the individual assigned to the Contractor lead position are:

- Organizational and management skills, time management, leadership, Microsoft Office skills, problem-solving skills, verbal and written communication and decision-making ability;
- 10 or more years of experience as a Team Lead/Manager in daily operations and administrative support;
- Bachelor's degree is required;

9. Transition Support/In-Out Plan

The Contractor will coordinate with the Government in planning and implementing a complete transition to the Contractor's proposed support model. The Government will also designate a transition period for the incoming Contractor to coordinate and work with the incumbent Contractor. The contractor shall submit a draft version of the Transition Plan with their proposal. The Contractor will submit one electronic copy of the final plan to the CO and COR within 5 business days of award. The Transition Plan will be tailored to the requirement and include:

- Coordination with Government representatives;
- Review and evaluate transition of current support services to include filling of vacancies;
- Transition of historic data to Contractor's system;
- Plan for completing Government-approved training and certification process;
- The Contractor's plan for submission of security packages for all new Contract employees
- Transfer of all necessary business and/or technical documentation;
- Orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes;
- Transfer of Government-Furnished Equipment (GFE) and Government-Furnished Information (GFI);
- GFE inventory management assistance;
- Final Revised Plan is due within 5 days following award. The final revised plan will be reviewed accepted by the COR and CO.

10. Program Management Plan

The Contractor will develop a Program Management Plan that will consist of quality measurements, control policies, and procedures in accordance with standard industry practices for project administration, execution and tracking. On-site supervision is preferred; however, a management plan that demonstrates maximum work efforts with minimal supervision is preferred. The Contractor will submit a draft, one electronic copy to the CO and COR within 5 business days of award issued by the CO. The Program Management Plan will include the following:

- Integrated Master Management Plan (IMMP) describing the Contractor's overall management approach, policies, and procedures including suggested project metrics;
- Detailed staffing plan that will identify solutions by the Contractor to fill vacancies and ensure task objectives and deliverables are met;
- Identification of the Contractor's management structure and how Contract employees will be supervised;
- The functions of the Team Leads when a supervisor is needed between team leads and site managers;
- The Final Revised Program Management Plan will be due within 5 business days after the Government provides comments to the Contractor on the draft plan.

11. Program Reviews

The Contractor will plan and conduct program review meetings at the end of each quarter during the fiscal year. The meeting will take place at HQ or via teleconference within 10 business days following the last week of each quarter. The meetings will review progress, status of activities under this contract, and identify any problems with solutions. Each review will provide project briefings addressing cost/price, schedule, performance, and status of each key element of this Contract, noting any problems or risks and alternative and recommended solutions. The Contractor will take minutes during each meeting and provide one electronic report to the CO and COR within 5 business days following the program review meetings.

12. Quality Assurance Surveillance Plan (QASP)

A draft QASP shall be submitted with the contractor's proposal. The final QASP shall be presented in electronic format following award in accordance with the deliverable table and reviewed every 6 months and updated as necessary. At a minimum, the QASP shall include a self-inspection plan, an internal staffing plan to include the ability to fill vacancies within a reasonable timeframe, and an outline of the procedures that the Contractor shall use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements of the PWS.

12.1 General Quality Measures: The Contractor’s success is directly attributable to the extent that the Contractor’s collaborative contributions in providing support and documentation results in:

- Successful planning and execution of the responsibilities;
- Successful oversight and stakeholder response to the requirements; and
- Appropriate, accurate, and complete documentation.

In addition, the general quality measures set forth below will be applied to each deliverable or work product received from the Contractor:

GENERAL QUALITY MEASURES
Accuracy – Deliverables will be accurate in presentation, technical content, and adherence to accepted elements of style. All deliverables will conform to the appropriate DHS directive and/or policy.
Clarity – Deliverables will be clear and concise and appropriate for the intended audience; plain language is preferred. Industry and technical terminology, acronyms, and complicated language will be avoided. All diagrams will be easy to understand and relevant to the supporting narrative.
Specifications Validity – All deliverables will satisfy the requirements of the Government as specified herein.
File Editing – All text and diagrammatic files will be editable by the Government using the Microsoft Office suite of products.
Timeliness – Deliverables will be submitted on or before the specified and/or agreed due date.
Quality Assurance/Acceptance – The COR will review for completeness draft and final work products and deliverables that the Contractor submits, and may return them to the Contractor for correction. Absence of any comments by the COR will not relieve the Contractor of the responsibility for complying with the requirements of the Contract.

13. Continuity of Operations Plan

The Contractor will prepare and submit a draft Continuity of Operations Plan (COOP) to the CO and COR within 15 business days after the CO has issued the Notice to Proceed. The Final COOP will be submitted to the CO and COR 5 business days following the receipt of government comments on the draft.

The Continuity of Operation Plan shall include the following:

- Description of the Contractor’s emergency management procedures and policy;
- Description of how the Contractor will account for Contractor employees during an emergency;

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- How the Contractor will communicate with the Government during emergencies;
- List of primary and alternate Contractor point of contacts, each with primary and alternate:
 - Telephone numbers
 - Email Addresses

COOP will be activated immediately after determining that an emergency has occurred. The COOP will be operational within 12 hours of activation or as directed by the Government and will be sustainable until the emergency situation is resolved and normal conditions are restored or the Contract is terminated, whichever occurs first. In case of a life-threatening emergency, the COR will immediately make contact with the Contractor Team Lead to ascertain the status of any Contract personnel who are located in Government-controlled space affected by the emergency. When any disruption of normal daily operations occurs, the Team Lead and the COR will promptly open an effective means of communication and verify:

- Key points of contact;
- Temporary work locations;
- Means of communication available under the circumstances (e.g., email, Web mail, telephone, FAC, courier, etc.);
- Essential work products expected to continue production by priority.

The Government and Contractor Team Lead will make use of the resources and tools available to continue contracted functions to the maximum extent possible under emergency circumstances. The Contractor will obtain approval from the CO and COR prior to incurring costs over and above those allowed under the terms of this contract.

14. Monthly Report

The Contractor shall submit one electronic copy of the monthly report to the CO and COR by the 5th business day of each month. The monthly report shall contain but is not limited to the following:

- **Management Summary:** Documenting by tasks any major problems/issues, and any significant progress or events;
- **Resource Expenditures:** Funds expended during the reporting period, cumulative total, and funds remaining on the contract. Other information required include name, and labor category;
- **Narrative:** Description of work performed on task(s) during the reporting period and expected to be performed during the next month, including discussions of any problems/issues and recommendations for correction following due dates located in the delivery schedule. The Contractor shall report task status in accordance with the milestones and objectives identified in the appropriate project plan.

15. Monthly Invoices

The Contractor shall submit one electronic copy of the monthly invoice as directed in the instructions in the Terms and Conditions. The COR will review and approve the invoice and will deny all or partial charges that do not meet contract requirements or regulations.

The Contractor will include travel costs for all travel occurring each month. All travel expense claims will include original receipts for all travel expenses submitted before they will be approved for payment.

16. Deliverable Schedule

The Contractor will provide deliverables as specified below. The Contractor will provide the deliverables in electronic format, unless otherwise directed in the PWS. All documentation developed by the Contractor will become the property of the Government.

Section	Deliverable	Due Date/Recipient
7.2	Telework Plan	30 business days following the NTP to the CO and COR, and as needed.
9	Transition Support/In-Out Plan	The contractor shall submit a draft version of the Transition Plan with their proposal. The final version is due within 5 business days following date of award to the CO and COR.
10	Program Management Plan	30 business days following the NTP to the CO and COR.
11	Program Review Meeting	10 business days following the last week of each quarter.
11	Program Review Meeting Minutes	5 business days following the Program Review meeting to the CO and COR.
12	Quality Assurance Surveillance Plan (QASP)	Contractor shall submit a draft QASP with their proposal. The QASP will be reviewed and the government will provide comments within five business days following award. The Contractor shall submit a final plan within 10 business days following receipt of government comments. The QASP shall be reviewed every 6 months and updated as necessary by the CO and COR.
13	Continuity of Operations Plan – Draft	5 business days following receipt of government comments. Provide Plan

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		to the COR and CO.
13	Continuity of Operations Plan – Final	30 business days following the NTP to the CO and COR.
14	Monthly Report for Tasks 1, 2, 3, & 4	5 business days following the end of each month to the CO and COR.
15	USCIS Freedom of Information Act (FOIA)	See USCIS Local Clauses, 30 days of award to FOIA, COR, CS, CO
Attachment 4	Privacy Training	Within 60 days following contract award and then NTL September 30 of each year for annual recertification.
Attachment 5	Security Training	NLT December 31 of each year

16.1 Review of Deliverables: The Government will have 10 business days to review and provide comments to the Contractor prior to acceptance of all deliverables. The Contractor shall respond within 5 business days after receipt of Government comments. An electronic copy of all deliverables will be submitted to the CO and COR.

17. Post-Award Conference

The Contractor shall meet with the Government Contracting Officer, COR, and Program/Project Manager (PM) within 5 business days after Contract Award. The meeting will be held to ensure that the Government and Contractor achieve a clear and mutual understanding of the contract requirements and to establish the roles and responsibilities of the Government officials who will administer the contract. Items discussed will include the authority of Government personnel, administration of the contract, contract deliverable requirements, contract provisions, Government procedures for monitoring and measuring performance, and Contractor billing/payment procedures.

18. Travel

Travel outside the designated places of performance may be required for on-site personnel, and will be determined as needed by USCIS. Travel will not be performed in connection with this contract without prior written approval of the COR. The Contractor shall be reimbursed for travel expenses consistent with the substantive provisions of the Federal Travel Regulations prescribed by the General Services Administration. Upon completion of all travel, all documentation associated with the respective travel will be submitted with the next invoice. Reimbursement for local travel is not authorized. Local travel is defined as being within fifty (50) miles of the designated places of performance.

19. Government-Furnished Equipment (on-site personnel only)

The Government will provide on-site contract support with workspace including workstations, desks, chairs, access to telephones, and computer. Contract employees may be required to share

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work space based on availability of office space with each Government facility as identified in Section 2: Place of Performance.

20. Badging

USCIS requires that Contractor employees be designated with a different style or color ID badge provided by USCIS. ID badges are to be worn conspicuously at all times while contract employees are on site at USCIS facilities. If a badge is lost, damaged, or destroyed, the Contractor shall notify the local office COR immediately upon discovery of the loss so that the badge can be replaced by the Government.

21. Dress Code, Conduct, and Professional Demeanor

Contractor support personnel shall dress, conduct themselves, and maintain a demeanor that is professional and appropriate as a representative of their assigned office in interactions with other Government employees, agencies, or offices. The Contractor shall ensure that personal cell phones and other electronic devices used by Contractor employees do not interfere with the work of the office by requiring all cell phones and electronic devices to be set to mute or vibrate. In addition, Contractor personnel must limit personal calls to official breaks, taking personal cell phone calls outside the confines of the office so as not to disrupt the mission.

22. Performance Requirements Summary

The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. Performance will be monitored monthly by the COR. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable standards.

PWS Section	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Disincentive	Surveillance Method
Task 1					
6.1.6	File and store completed documents on computer hard drive or disk, and/or maintain a computer filing system to store, retrieve, update, and delete documents.	Store, retrieve, update and completed and deleted documents.	Accomplished within 1 business day.	Instances of unacceptable work shall be noted in Contractor Procurement Assessment Reporting System (CPARS)	Random Sampling
6.1.7	Travel Authorization/	Process travel authorizations	Travel approval within 24 hours of	Instances of 2 or more late	Random Sampling

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PWS Section	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Disincentive	Surveillance Method
6.1.8	Expense Report Processing Arrange meetings, including preparation of agendas, obtaining background materials and notifying and sending reminders to attendees.	and/or expense reports through the automated travel system correctly and timely. Plan meetings as requested to include the preparation of agendas, obtaining background materials and notifying and sending reminders to attendees.	receipt Agendas for meetings will be prepared on time, to the right attendees, with information and attachments that will ensure meetings are successful and productive.	travel authorizations or inaccurate expense reports shall be noted in CPARS. Instances of 2 or more missed meetings or not notifying and reminding attendees shall be noted in CPARS.	Validated complaints
6.1.12	Type, proofread correspondence, reports, text, and other written material from rough drafts or corrected copies.	Contractor's response to each assigned task shall produce results commensurate with the direction provided through the COR. Rework should have minimal impact to CSPED mission priorities.	Zero to 2 requests for rework per reporting period.	Instances of 2 or more errors and requests for rework shall be noted in CPARS.	Validated complaints Random Sampling
Task 2					
6.2.1	Prepare reports, memo, letters, and other documents utilizing Microsoft Office software	Research, compile data, and prepare documentation daily for consideration and presentation by CSPED Leadership.	Prepare correspondence accurately, with zero to 2 errors per reporting period.	Instances of 2 or more errors shall be noted in CPARS.	Validated complaints Random Sampling
6.2.2	Conduct research, compile data, and prepare papers for consideration and presentation by executives,	Response to each assigned task shall produce results commensurate with the direction			

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PWS Section	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Disincentive	Surveillance Method
6.2.4	committees and board of directors. Attend meetings to record minutes.	provided through the COR. Rework should have minimal impact to CSPED mission priorities. Attend all meetings; Record meeting notes accurately	Attend meetings as required; record meeting notes with no more than 2 clerical errors	Two or more clerical errors and instances of missed meetings in a month shall be noted in CPARS.	Validated complaints Random Sampling
6.2.11	Travel Authorization/ Expense Report Processing	Process travel authorizations and/or expense reports through the automated travel system correctly and timely.	Travel approval within 24 hours of receipt	Instances of 2 or more late travel authorizations or inaccurate work shall be noted in CPARS.	Random Sampling Validated complaints
Task 3					
6.3.1	Create and assist in writing content in the Content Management Office for call center scripts, fact sheets, hot topics, USCIS Internet and intranet sites, and other USCIS products.	Prepare accurate, clear content that is ready for print with minimal corrections.	Prepare clear and concise documents with zero to 2 requests for rework per reporting period	Instances of 2 or more requests for rework shall be noted in CPARS.	Validated complaints Random Sampling
6.3.6	Maintain and track daily status reports on tasks and ongoing project to provide status updates to USCIS management.	Accurately prepare daily status reports on tasks and ongoing projects.	Daily status must be ready to present to management team on all tasks and projects with no more than 2 errors.	Instances of 2 or more unprepared or inaccurate daily status reports shall be noted in CPARS.	Validated complaints Random Sampling

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PWS Section	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Disincentive	Surveillance Method
Task 4					
6.4.2	Support the Call Center Directors and personnel with daily operations and project-related activities. Coordinate and schedule meetings and conferences.	Provide administrative support to Call Center Directors and personnel.	Provide timely support as to each assigned task requested by the Government. Rework should have minimal impact to CSPED mission priorities.	Instances of 2 or more periods of non-support for daily tasks shall be noted in CPARS.	Validated complaints
Task 5					
6.5.4	Attend meetings to record minutes.	Attend all scheduled meetings with the USCIS Director; record minutes accurately.	Attend meetings as required; record meeting notes with no more than 2 clerical errors.	Instances of more than 2 clerical errors or missed meetings shall be noted in CPARS.	Validated complaints Random Sampling
6.5.5	Maintain appointment schedules by planning and scheduling meetings for the Senior Executive.	Accurately maintain Senior Executive's calendar	100% accuracy	Instances of missed appointments shall result in \$250 deduction from the next invoice and shall be noted in CPARS.	Validated complaints 100% surveillance each month
Task 6					
6.6.2, 6.6.3	Completes writing assignments in accordance with USCIS style guide	Accurately prepares documentation	Prepares documents with zero to 2 requests for re-work each quarter. Rework should have minimal impact to CSPED mission priorities	Instances of 2 or more requests for rework per quarter shall be noted in CPARS	

23. Acronyms

CAO – Customer Assistance Office

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CCE – Contract Center Enterprise Office
CMO – Content Management Office
CO – Contracting Officer
COR – Contracting Officer Representative
CSPED – Customer Services and Public Engagement Directorate
CSR – Customer Service Representative
DHS – Department of Homeland Security
ETC – Eastern Telephone Center
IMMP – Integrated Master Management Plan
ISO – Immigration Service Officer
IVR – Interactive Voice Response
NCSC – National Customer Service Center
NTP – Notice to Proceed
OPC – Office of Planning and Coordination
PMP – Project Management Plan
QAO – Quality Assurance Office
QAP – Quality Assurance Plan
SRMT – Service Request Management Tool
SOW – Statement of Work
USCIS – U.S. Citizenship and Immigration Services
WTC – Western Telephone Center

CONTRACT TERMS & CONDITIONS

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

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

FAR & HSAR CLAUSES: <http://farsite.hill.af.mil/>

(End of clause)

- 52.204-4 PRINTED OR COPIED DOUBLE-SIDED ON POSTCONSUMER FIBER CONTENT PAPER (MAY 2011)**
- 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)**
- 52.203-17 CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS. (APR 2014)**
- 52.212-4 CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (MAY 2015)**
- 52.222-41 SERVICE CONTRACT LABOR STANDARDS (MAY 2014)**
- 52.232-40 PROVIDING ACCELERATED PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS (DEC 2013)**
- 52.237-3 CONTINUITY OF SERVICES (JAN 1991)**

FAR CLAUSES IN FULL TEXT:

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS-COMMERCIAL ITEMS (JAN 2016)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

- (1) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015)
- (2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).
- (3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Public Laws 108-77, 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the contracting officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

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X (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 4704 and 10 U.S.C. 2402).

___ (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Oct 2015) (41 U.S.C. 3509).

___ (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub L. 111-5) (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009).

X (4) 52.204-10, Reporting Executive compensation and First-Tier Subcontract Awards (Oct 2015) (Pub. L. 109-282) (31 U.S.C. 6101 note).

___ (5) [Reserved]

X (6) 52.204-14, Service Contract Reporting Requirements (Jan 2014) (Pub. L. 111-117, section 743 of Div. C).

___ (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Jan 2014) (Pub. L. 111-117, section 743 of Div. C).

X (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Oct 2015) (31 U.S.C. 6101 note).

X (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Jul 2013) (41 U.S.C. 2313).

___ (10) [Reserved]

___ (11) (i) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Nov 2011) (15 U.S.C. 657a).

___ (ii) Alternate I (Nov 2011) of 52.219-3.

___ (12) (i) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Oct 2014) (if the offeror elects to waive the preference, it shall so indicate in its offer)(15 U.S.C. 657a).

___ (ii) Alternate I (Jan 2011) of 52.219-4.

___ (13) [Reserved]

___ (14) (i) 52.219-6, Notice of Total Small Business Aside (Nov 2011) (15 U.S.C. 644).

___ (ii) Alternate I (Nov 2011).

___ (iii) Alternate II (Nov 2011).

___ (15) (i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

___ (ii) Alternate I (Oct 1995) of 52.219-7.

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- ___ (iii) Alternate II (Mar 2004) of 52.219-7.
- ___ (16) 52.219-8, Utilization of Small Business Concerns (Oct 2014) (15 U.S.C. 637(d)(2) and (3)).
- ___ (17) (i) 52.219-9, Small Business Subcontracting Plan (Oct 2015) (15 U.S.C. 637 (d)(4)).
- ___ (ii) Alternate I (Oct 2001) of 52.219-9.
- ___ (iii) Alternate II (Oct 2001) of 52.219-9.
- ___ (iv) Alternate III (Oct 2015) of 52.219-9.
- ___ (18) 52.219-13, Notice of Set-Aside of Orders (Nov 2011) (15 U.S.C. 644(r)).
- X (19) 52.219-14, Limitations on Subcontracting (Nov 2011) (15 U.S.C. 637(a)(14)).
- ___ (20) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).
- ___ (21) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (Nov 2011) (15 U.S.C. 657f).
- X (22) 52.219-28, Post Award Small Business Program Rerepresentation (Jul 2013) (15 U.S.C. 632(a)(2)).
- ___ (23) 52.219-29, Notice of Set-Aside for, or Sole Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (Dec 2015) (15 U.S.C. 637(m)).
- ___ (24) 52.219-30, Notice of Set-Aside for, or Sole Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (Dec 2015) (15 U.S.C. 637(m)).
- ___ (25) 52.222-3, Convict Labor (June 2003) (E.O. 11755).
- ___ (26) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Jan 2016) (E.O. 13126).
- X (27) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).
- X (28) 52.222-26, Equal Opportunity (Apr 2015) (E.O. 11246).
- X (29) 52.222-35, Equal Opportunity for Veterans (Oct 2015) (38 U.S.C. 4212).
- X (30) 52.222-36, Equal Opportunity for Workers with Disabilities (Jul 2014) (29 U.S.C. 793).
- X (31) 52.222-37, Employment Reports on Veterans (Oct 2015) (38 U.S.C. 4212).
- X (32) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).
- X (33) (i) 52.222-50, Combating Trafficking in Persons (Mar 2015) (22 U.S.C. chapter 78 and E.O. 13627).

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___ (ii) Alternate I (Mar 2015) of 52.222-50, (22 U.S.C. chapter 78 and E.O. 13627).

X (34) 52.222-54, Employment Eligibility Verification (Oct 2015). (E. O. 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

___ (35) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (36) (i) 52.223-13, Acquisition of EPEAT® -Registered Imaging Equipment (Jun 2014) (E.O.s 13423 and 13514

___ (ii) Alternate I (Oct 2015) of 52.223-13.

___ (37) (i) 52.223-14, Acquisition of EPEAT® -Registered Television (Jun 2014) (E.O.s 13423 and 13514).

___ (ii) Alternate I (Jun 2014) of 52.223-14.

___ (38) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

___ (39) (i) 52.223-16, Acquisition of EPEAT® -Registered Personal Computer Products (Oct 2015) (E.O.s 13423 and 13514).

___ (ii) Alternate I (Jun 2014) of 52.223-16.

X (40) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging while Driving (Aug 2011) (E.O. 13513).

___ (41) 52.225-1, Buy American--Supplies (May 2014) (41 U.S.C. chapter 83).

___ (42) (i) 52.225-3, Buy American--Free Trade Agreements--Israeli Trade Act (May 2014) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

___ (ii) Alternate I (May 2014) of 52.225-3.

___ (iii) Alternate II (May 2014) of 52.225-3.

___ (iv) Alternate III (May 2014) of 52.225-3.

___ (43) 52.225-5, Trade Agreements (Nov 2013) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

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___ (44) 52.225-13, Restrictions on Certain Foreign Purchases (Jun 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (45) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

___ (46) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (47) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (48) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 4505), 10 U.S.C. 2307(f)).

___ (49) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

X (50) 52.232-33, Payment by Electronic Funds Transfer— System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (51) 52.232-34, Payment by Electronic Funds Transfer—Other Than System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (52) 52.232-36, Payment by Third Party (May 2014) (31 U.S.C. 3332).

___ (53) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (54) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

X (1) 52.222-17, Nondisplacement of Qualified Workers (May 2014) (E.O. 13495)

X (2) 52.222-41, Service Contract Labor Standards (May 2014) (41 U.S.C. chapter 67.).

X (3) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

X (4) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards -- Price Adjustment (Multiple Year and Option Contracts) (May 2014) (29 U.S.C.206 and 41 U.S.C. chapter 67).

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___ (5) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards -- Price Adjustment (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___ (6) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67).

___ (7) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67).

X (8) 52.222-55, Minimum Wages Under Executive Order 13658 (Dec 2015) (E.O. 13658).

___ (9) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792).

___ (10) 52.237-11, Accepting and Dispensing of \$1 Coin (Sep 2008) (31 U.S.C. 5112(p)(1)).

(d) *Comptroller General Examination of Record* The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records -- Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)

(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Oct 2015) (41 U.S.C. 3509).

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(ii) 52.219-8, Utilization of Small Business Concerns (Oct 2014) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$700,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (May 2014) (E.O. 13495). Flow down required in accordance with paragraph (1) of FAR clause 52.222-17.

(iv) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).

(v) 52.222-26, Equal Opportunity (Apr 2015) (E.O. 11246).

(vi) 52.222-35, Equal Opportunity for Veterans (Oct 2015) (38 U.S.C. 4212).

(vii) 52.222-36, Equal Opportunity for Workers with Disabilities (Jul 2014) (29 U.S.C. 793).

(viii) 52.222-37, Employment Reports on Veterans (Oct 2015) (38 U.S.C. 4212).

(ix) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(x) 52.222-41, Service Contract Labor Standards (May 2014), (41 U.S.C. chapter 67).

(xi) ____ (A) 52.222-50, Combating Trafficking in Persons (Mar 2015) (22 U.S.C. chapter 78 and E.O. 13627).

____ (B) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 E.O. 13627).

(xii) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67.)

(xiii) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67)

(xiv) 52.222-54, Employment Eligibility Verification (Oct 2015) (E. O. 12989).

(xv) 52.222-55, Minimum Wages Under Executive Order 13658 (Dec 2015) (E.O. 13658).

(xvi) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xvii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xviii) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of Clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

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

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 18 months.

(End of clause)

52.219-71 SECTION 8(A) DIRECT AWARD (DEVIATION) (NOVEMBER 2005)

(a) This contract is issued as a direct award between the contracting activity and the 8(a) contractor pursuant to a Partnership Agreement between the Small Business Administration (SBA) and the Department of Homeland Security (DHS). SBA retains responsibility for 8(a) certification, 8(a) eligibility determinations and related issues, and providing counseling and assistance to the 8(a) contractor under the 8(a) program. The cognizant SBA district office is:

U.S. SMALL BUSINESS ADMINISTRATION
WASHINGTON METROPOLITAN AREA DISTRICT OFFICE
409 3rd Street, SW, 2nd Floor
WASHINGTON, DC 20416
202-205-8800

WMADO REQUIREMENT: 0353/16/600762

(b) The contracting activity is responsible for administering the contract and taking any action on behalf of the Government under the terms and conditions of the contract. However, the contracting activity shall give advance notice to the SBA before it issues a final notice terminating performance, either in whole or in part, under the contract. The contracting activity shall also coordinate with SBA prior to processing any novation

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agreement. The contracting activity may assign contract administration functions to a contract administration office.

(c) The contractor agrees:

(1) to notify the Contracting Officer, simultaneously with its notification to SBA (as required by SBA's 8(a) regulations), when the owner or owners upon whom 8(a) eligibility is based plan to relinquish ownership or control of the concern. Consistent with 15 U.S.C. 637(a)(21), transfer of ownership or control shall result in termination of the contract for convenience, unless SBA waives the requirement for termination prior to the actual relinquishing of ownership or control.

(2) to adhere to the requirements of FAR 52.219-14, Limitations on Subcontracting.

(End of Clause)

52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

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

*This Statement is for Information Only:
It is not a Wage Determination*

Employee Class	Monetary Wage -- Fringe Benefits
Administrative Assistant (California), GS-05	\$18.75
Administrative Assistant (New York), GS-05	\$18.98
Administrative Assistant (Washington, DC), GS-05	\$18.32
Executive Administrative Assistant, GS-07	\$22.69
Technical Writer, GS-11	\$33.59

(End of Clause)

HSAR CLAUSES INCOPORATED BY REFERENCE:

- 3052.205-70 ADVERTISEMENTS, PUBLICIZING AWARDS AND RELEASES (SEP 2012)**
- 3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (DEC2003)**

HSAR CLAUSES INCORPORATED IN FULL TEXT:

3052.204-71 CONTRACTOR EMPLOYEE ACCESS (SEP 2012)

(a) *Sensitive Information*, as used in this clause, means any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest,

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the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

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

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

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

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

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

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

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

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those Contractor employees authorized access to sensitive information, the Contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

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

(End of clause)

ALTERNATE I

(g) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The Contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by Contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the Contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The Contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

(1) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and

(2) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the contracting officer.

(End of clause)

3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)

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

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential

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impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel or Facilities under this Contract:

- Team Lead – [REDACTED]

USCIS LOCAL CLAUSES INCORPORATED IN FULL TEXT:

USCIS Freedom of Information Act (FOIA):

Within 30 days of award, the contractor is required to submit a proposed redacted copy of the executed contract suitable for public posting under the provisions of the Freedom of Information Act (FOIA) to foiaerr.nrc@uscis.dhs.gov with a courtesy copy to the POC's designated in the deliverable schedule. The proposed redactions shall identify any proprietary or confidential information the awardee believes is not releasable under FOIA. The USCIS FOIA Office will review and validate FOIA compliance of the proposed redacted version for final processing and public posting of the award document.

(End of clause)

ADDITIONAL INVOICING INSTRUCTIONS:

(a) In accordance with FAR Part 32.905, all invoices submitted to USCIS for payment shall include the following:

- (1) Name and address of the contractor.
- (2) Invoice date and invoice number.
- (3) Contract number, contract line item number and, if applicable, the order number
- (4) Description, quantity, unit of measure, period of performance, unit price, and extended price of supplies delivered or services performed.
- (5) Shipping and payment terms.
- (6) Name and address of contractor official to whom payment is to be sent.
- (7) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.
- (8) Taxpayer Identification Number (TIN).

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

(c) USCIS' preferred method for invoice submission is electronically. Invoices shall be submitted in Adobe pdf format with each pdf file containing only one invoice. The pdf files shall be submitted electronically using the "To" line in the e-mail address to USCISInvoice.Consolidation@ice.dhs.gov with each email conforming to a size limit of 500 KB.

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

USCIS Invoice Consolidation
PO Box 1000
Williston, VT 05495

DIRECT PAYMENT INQUIRIES TO ICE FINANCIAL OPERATIONS, (877) 491-6521

(End of clause)

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SPECIAL INVOICING INSTRUCTIONS FOR UNFILLED LABOR CATAGORIES:

In the event that any labor category becomes vacant, the Contractor shall multiply the unfilled labor rate(s) by eight (8) (hours) for each day and subtract that amount from the total invoice amount for each month the labor category remains unfilled.

(End of clause)

Attachment 3
 Administrative and Program Support Services
 USCIS Customer Service and Public Engagement Directorate (CSPED)

CONTRACTOR PRICING SCHEDULE

Base Year (CLIN 0001)				
Labor Category (Ex.)	Labor Hours	FTEs	Labor Rate	Total Price
On-Site Team Lead	████	█	████	\$ █████
HQ Administrative Assistant (Task 1)	████	█	████	\$ █████
Executive Administrative Assistant (Task 2)	████	█	████	\$ █████
Analyst (Task 3)	████	█	████	\$ █████
ETC & WTC Administrative Assistant (Task 4)	████	██████	████	\$ █████
Special Assistant (Task 5)	████	█	████	\$ █████
Technical Writer/Editor (Task 6)	████	█	████	\$ █████
			Total Base Year	\$ █████
6 Month Option (CLIN 1001)				
Labor Category (Ex.)	Labor Hours	FTEs	Labor Rate	Total Price
On-Site Team Lead	████	█	████	\$ █████
HQ Administrative Assistant (Task 1)	████	█	████	\$ █████
Executive Administrative Assistant (Task 2)	████	1	████	\$ █████
Analyst (Task 3)	████	█	████	\$ █████
ETC & WTC Administrative Assistant (Task 4)	████	██████	████	\$ █████
Special Assistant (Task 5)	████	█	████	\$ █████
Technical Writer/Editor (Task 6)	████	█	████	\$ █████
			Total 6 Month Option	\$ █████

Privacy Clause Requirement

SECURITY OF SYSTEMS HANDLING PERSONALLY IDENTIFIABLE INFORMATION AND PRIVACY INCIDENT RESPONSE

GENERAL

U.S. Citizenship and Immigration Services (USCIS) has determined that performance of this contract requires the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), to access information that meet the definition of Personally Identifiable Information (PII) and/or Sensitive PII, set forth below. Accordingly, the Contractor will adhere to the following:

(a) Definitions.

“Breach” (may be used interchangeably with “Privacy Incident”) as used in this clause means the loss of control, compromise, unauthorized disclosure, acquisition, and/or access, or any similar situation where persons other than authorized users, and for other than authorized purpose, have access or potential access to Personally Identifiable Information, in usable form whether physical or electronic.

“Personally Identifiable Information (PII)” as used in this clause means any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual regardless of whether the individual is a citizen of the United States, legal permanent resident, or a visitor to the United States. Sensitive PII is a subset of PII which requires additional precautions to prevent exposure or compromise.

Examples of PII include: name, date of birth, mailing address, telephone number, Social Security Number (SSN), email address, zip code, account numbers, certificate/license numbers, vehicle identifiers including license plates, uniform resource locators (URLs), Internet protocol addresses, biometric identifiers (e.g., fingerprints), photographic facial images, or any other unique identifying number or characteristic, and any information where it is reasonably foreseeable that the information will be linked with other information to identify the individual.

“Sensitive Personally Identifiable Information (Sensitive PII)” as used in this clause is a subset of Personally Identifiable Information, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. Complete social security numbers (SSN), alien registration numbers (A-number) and biometric identifiers (such as fingerprint, voiceprint, or iris scan) are considered Sensitive PII even if they are not coupled with additional PII. Additional examples include any groupings of information that contains an individual’s name or other unique identifier plus one or more of the following elements:

- (1) Driver’s license number, passport number, or truncated SSN (such as last 4 digits)
- (2) Date of birth (month, day, and year)
- (3) Citizenship or immigration status
- (4) Financial information such as account numbers or Electronic Funds Transfer Information
- (5) Medical Information
- (6) System authentication information such as mother’s maiden name, account passwords or personal identification numbers (PIN)

Other Personally Identifiable information may be “sensitive” depending on its context, such as a list of employees with less than satisfactory performance ratings or an unlisted home address or phone number.

In contrast, a business card or public telephone directory of agency employees contains PII but it is not sensitive.

(b) Systems Access. Work to be performed under this contract requires the handling of PII and/or Sensitive PII. The contractor shall provide USCIS access to, and information regarding systems the contractor operates on behalf of USCIS under this contract, when requested by USCIS, as part of its responsibility to ensure compliance with security requirements, and shall otherwise cooperate with USCIS in assuring compliance with such requirements. USCIS access shall include independent validation testing of controls, system penetration testing by USCIS, Federal Information Security Management Act (FISMA) data reviews, and access by agency Inspectors General for its reviews.

(c) Systems Security. In performing its duties related to management, operation, and/or access of systems, owned and or operated by USCIS as well as by the contractor, containing PII and/or Sensitive PII under this contract, the contractor, its employees and subcontractors shall comply with applicable security requirements described in Department of Homeland Security (DHS) Sensitive System Publication 4300A or any superseding publication, and Rules of Behavior.

In addition, use of contractor-owned laptops or other mobile media storage devices to include external hard drives and memory sticks to process or store PII/Sensitive PII is prohibited under this contract unless the Contracting Officer (CO) in coordination with the USCIS Chief Information Security Officer (CISO) approves. If approval is granted the contractor shall provide written certification that the following minimum requirements are met:

- (1) Laptops shall employ full disk encryption using NIST Federal Information Processing Standard (FIPS) 140-2 or successor approved product;
- (2) Mobile computing devices use anti-viral software and a host-based firewall mechanism;
- (3) When no longer needed, all mobile media and laptop hard drives shall be processed (i.e., sanitized, degaussed, and/or destroyed) in accordance with DHS security requirements set forth in DHS Sensitive System Publication 4300A. The USCIS reserves the right to audit random media for effectiveness of sanitization or degaussing. The contractor shall provide the requested equipment to USCIS no later than 15 days from the date of the request.
- (4) The contractor shall maintain an accurate inventory of devices used in the performance of this contract and be made available upon request from USCIS;
- (5) All Sensitive PII obtained under this contract shall be removed from contractor-owned information technology assets upon termination or expiration of contractor work. Removal must be accomplished in accordance with DHS Sensitive System Publication 4300A, which the Contracting Officer will provide upon request. Certification of data removal will be performed by the contractor's Project Manager and written notification confirming certification will be delivered to the contracting officer within 15 days of termination/expiration of contractor work.

(d) Data Security. Contractor shall limit access to the data covered by this clause to those employees and subcontractors who require the information in order to perform their official duties under this contract. The contractor, contractor employees, and subcontractors must physically secure PII/Sensitive PII when not in use and/or under the control of an authorized individual, and when in transit to prevent unauthorized access or loss. When PII/Sensitive PII is no longer needed or required to be retained under

applicable Government records retention policies, it must be destroyed through means that will make the PII/Sensitive PII irretrievable.

The contractor shall only use PII/Sensitive PII obtained under this contract for purposes of the contract, and shall not collect or use such information for any other purpose without the prior written approval of the Contracting Officer. At expiration or termination of this contract, the contractor shall turn over all PII/Sensitive PII obtained under the contract that is in its possession to USCIS.

(e) Breach Response. The contractor agrees that in the event of any actual or suspected breach of PII/Sensitive PII (i.e., loss of control, compromise, unauthorized disclosure, access for an unauthorized purpose, or other unauthorized access, whether physical or electronic), it shall immediately, and in no event later than one hour of discovery, report the breach to the Contracting Officer, the Contracting Officer's Representative (COR), and the USCIS Service Desk and complete an Incident Report with the Service Desk Representative. The contractor is responsible for positively verifying that notification is received and acknowledged by at least one of the foregoing Government parties. Email notification shall be used to document all telephonic notifications.

(f) Personally Identifiable Information Notification Requirement. The contractor will have in place procedures and the capability to promptly notify any individual whose PII/Sensitive PII was, or is reasonably believed to have been, breached, as determined appropriate by USCIS. The method and content of any notification by the contractor shall be coordinated with, and subject to the prior approval of USCIS, based upon a risk-based analysis conducted by USCIS in accordance with DHS Privacy Incident Handling Guidance and USCIS Privacy Incident Standard Operating Procedures. Notification shall not proceed unless USCIS has determined that: (1) notification is appropriate; and (2) would not impede a law enforcement investigation or jeopardize national security.

Subject to USCIS analysis of the breach and the terms of its instructions to the contractor regarding any resulting breach notification, a method of notification may include letters to affected individuals sent by first class mail, electronic means, or general public notice, as approved by USCIS. At minimum, a notification should include: (1) a brief description of how the breach occurred; (2) a description of the types of personal information involved in the breach; (3) a statement as to whether the information was encrypted or protected by other means; (4) steps an individual may take to protect themselves; (5) what the agency is doing, if anything, to investigate the breach, to mitigate losses, and to protect against any further breaches; and (6) point of contact information identifying who affected individuals may contact for further information.

The contractor agrees to assist in and comply with PII/Sensitive PII incident remediation and/or mitigation efforts and instructions, including those breaches that are not a result of the contractor or employee actions, but the contractor is an unintentional recipient of privacy data. Actions may include allowing USCIS incident response personnel to have access to computing equipment or storage devices, complying with instructions to remove emails or files from local or network drives, mobile devices (BlackBerry, Smart Phone, iPad, USB thumbdrives, etc...).

In the event that a PII/Sensitive PII breach occurs as a result of the violation of a term of this contract by the contractor or its employees, the contractor shall, as directed by the contracting officer and at no cost to USCIS, take timely action to correct or mitigate the violation, which may include providing notification and/or other identity protection services to affected individuals for a period not to exceed 12 months from discovery of the breach. Should USCIS elect to provide and/or procure notification or identity protection services in response to a breach, the contractor will be responsible for reimbursing USCIS for those expenses. To ensure continuity with existing government identity protection and credit monitoring efforts, the contractor shall use the identity protection service provider specified by USCIS.

(g) Privacy Training Requirement. The performance of this contract has been determined to have the potential of allowing access, by Offeror employees, to Personally Identifiable Information (PII) and/or Sensitive PII, which is protected under the Privacy Act of 1974, as amended at 5 USC §552a. The Offeror is responsible for ensuring all employees who have access to information protected under the Privacy Act complete annual mandatory USCIS Privacy Awareness Training. New Offeror employees shall complete PII training within 30 days of entry on duty. The Offeror shall use the USCIS provided web-based Privacy Training which is available through the USCIS LearningEdge training system <http://learningedge.uscis.dhs.gov> to satisfy this requirement. Any employees who do not have access to the online LearningEdge training system shall take Privacy training via a USCIS provided DVD. The Offeror shall certify as soon as this training is completed by its employees and annually thereafter on September 30th. The certification of the completion of the training by all employees shall be provided to both the COR and CO; within 60 days of contract award, within 45 days of new employee accession and no later than September 30th for the annual recertification.

(h) Pass-Through of Security Requirements to Subcontractors. The contractor agrees to incorporate the substance of this clause, its terms and requirements, in all subcontracts under this contract, and to require written subcontractor acknowledgement of same. Violation by a subcontractor of any provision set forth in this clause will be attributed to the contractor.

(i) Ability to Restrict Access to Information. USCIS reserves the right and prerogative to deny and/or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct or whom USCIS determines to present a risk of compromising Personally Identifiable Information (PII), Sensitive PII (SPII), Sensitive But Unclassified (SBU) information and/or classified information.

**U.S. Citizenship and Immigration Services
Office of Security and Integrity – Personnel Security Division**

SECURITY REQUIREMENTS

GENERAL

U.S. Citizenship and Immigration Services (USCIS) has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive but unclassified information, and that the Contractor will adhere to the following.

SUITABILITY DETERMINATION

USCIS shall have and exercise full control over granting, denying, withholding or terminating access of unescorted Contractor employees to government facilities and/or access of Contractor employees to sensitive but unclassified information based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS, at any time during the term of the contract. No Contractor employee shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Office of Security & Integrity Personnel Security Division (OSI PSD).

BACKGROUND INVESTIGATIONS

Contractor employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract as outlined in the Position Designation Determination (PDD) for Contractor Personnel. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through OSI PSD.

To the extent the Position Designation Determination form reveals that the Contractor will not require access to sensitive but unclassified information or access to USCIS IT systems, OSI PSD may determine that preliminary security screening and or a complete background investigation is not required for performance on this contract.

Completed packages must be submitted to OSI PSD for prospective Contractor employees no less than 30 days before the starting date of the contract or 30 days prior to EOD of any employees, whether a replacement, addition, subcontractor employee, or vendor. The Contractor shall follow guidelines for package submission as set forth by OSI PSD. A complete package will include the

following forms, in conjunction with security questionnaire submission of the SF-85P, "Security Questionnaire for Public Trust Positions" via e-QIP:

1. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
2. FD Form 258, "Fingerprint Card" (2 copies)
3. Form DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
4. Position Designation Determination for Contract Personnel Form
5. Foreign National Relatives or Associates Statement
6. OF 306, Declaration for Federal Employment (approved use for Federal Contract Employment)
7. ER-856, "Contract Employee Code Sheet"

EMPLOYMENT ELIGIBILITY

Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the U.S. for three of the past five years, OSI PSD may not be able to complete a satisfactory background investigation. In such cases, USCIS retains the right to deem an applicant as ineligible due to insufficient background information.

Only U.S. citizens are eligible for employment on contracts requiring access to Department of Homeland Security (DHS) Information Technology (IT) systems or involvement in the development, operation, management, or maintenance of DHS IT systems, unless a waiver has been granted by the Director of USCIS, or designee, with the concurrence of both the DHS Chief Security Officer and the Chief Information Officer or their designees. In instances where non-IT requirements contained in the contract can be met by using Legal Permanent Residents, those requirements shall be clearly described.

The Contractor must agree that each employee working on this contract will have a Social Security Card issued by the Social Security Administration.

CONTINUED ELIGIBILITY

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

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

In support of the overall USCIS mission, Contractor employees are required to complete one-time or annual DHS/USCIS mandatory trainings. The Contractor shall certify annually, but no later than

December 31st each year, that required trainings have been completed. The certification of the completion of the trainings by all contractors shall be provided to both the COR and Contracting Officer.

- **USCIS Security Awareness Training** (required within 30 days of entry on duty for new contractors, and annually thereafter)
- **USCIS Integrity Training** (Annually)
- **DHS Continuity of Operations Awareness Training** (one-time training for contractors identified as providing an essential service)
- **USCIS Office Safety Training** (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training)
- **USCIS Fire Prevention and Safety Training** (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training)

USCIS reserves the right and prerogative to deny and/or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct or whom USCIS determines to present a risk of compromising sensitive but unclassified information and/or classified information.

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

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

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

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

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

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

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

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

A contractor employee required to have a PIV card shall:

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

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

SECURITY MANAGEMENT

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

The COR and OSI shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COR determine that the Contractor is not complying with the security requirements of this contract the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements.

The Contractor shall be responsible for all damage or injuries resulting from the acts or omissions of their employees and/or any subcontractor(s) and their employees to include financial responsibility.

SECURITY PROGRAM BACKGROUND

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

- Public Law 107-296, Homeland Security Act of 2002.
- Federal Information Security Management Act (FISMA) of 2002, November 25, 2002.
- Public Law 104-106, Clinger-Cohen Act of 1996 [formerly, Information Technology Management Reform Act (ITMRA)], February 10, 1996.
- Privacy Act of 1974, As Amended. 5 United States Code (U.S.C.) 552a, Public Law 93-579, Washington, D.C., July 14, 1987.
- Executive Order 12829, *National Industrial Security Program*, January 6, 1993.
- Executive Order 12958, *Classified National Security Information*, as amended.
- Executive Order 12968, *Access to Classified Information*, August 2, 1995.
- Executive Order 13231, *Critical Infrastructure Protection in the Information Age*, October 16, 2001
- National Industrial Security Program Operating Manual (NISPOM), February 2001.
- DHS *Sensitive Systems Policy Publication 4300A v2.1*, July 26, 2004

- DHS *National Security Systems Policy Publication 4300B v2.1*, July 26, 2004
- Homeland Security Presidential Directive 7, *Critical Infrastructure Identification, Prioritization, and Protection*, December 17, 2003.
- Office of Management and Budget (OMB) Circular A-130, *Management of Federal Information Resources*.
- National Security Directive (NSD) 42, *National Policy for the Security of National Security Telecommunications and Information Systems (U)*, July 5, 1990, CONFIDENTIAL.
- 5 Code of Federal Regulations (CFR) §2635, Office of Government Ethics, *Standards of Ethical Conduct for Employees of the Executive Branch*.
- DHS SCG OS-002 (IT), National Security IT Systems Certification & Accreditation, March 2004.
- Department of State 12 Foreign Affairs Manual (FAM) 600, *Information Security Technology*, June 22, 2000.
- Department of State 12 FAM 500, *Information Security*, October 1, 1999.
- Executive Order 12472, *Assignment of National Security and Emergency Preparedness Telecommunications Functions*, dated April 3, 1984.
- Presidential Decision Directive 67, *Enduring Constitutional Government and Continuity of Government Operations*, dated October 21, 1998.
- FEMA Federal Preparedness Circular 65, *Federal Executive Branch Continuity of Operations (COOP)*, dated July 26, 1999.
- FEMA Federal Preparedness Circular 66, *Test, Training and Exercise (TT&E) for Continuity of Operations (COOP)*, dated April 30, 2001.
- FEMA Federal Preparedness Circular 67, *Acquisition of Alternate Facilities for Continuity of Operations*, dated April 30, 2001.
- Title 36 Code of Federal Regulations 1236, *Management of Vital Records*, revised as of July 1, 2000.
- National Institute of Standards and Technology (NIST) Special Publications for computer security and FISMA compliance.

GENERAL

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

IT SYSTEMS SECURITY

In accordance with DHS Management Directive 4300.1 "Information Technology Systems Security", USCIS Contractors shall ensure that all employees with access to USCIS IT Systems are in compliance with the requirement of this Management Directive. Specifically, all contractor

employees with access to USCIS IT Systems meet the requirement for successfully completing the annual "Computer Security Awareness Training (CSAT)." All contractor employees are required to complete the training within 60-days from the date of entry on duty (EOD) and are required to complete the training yearly thereafter.

CSAT can be accessed at the following: <http://otcd.uscis.dhs.gov/EDvantage.Default.asp> or via remote access from a CD which can be obtained by contacting uscisitsecurity@dhs.gov.

IT SECURITY IN THE SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)

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

- *Sensitive System Security Plan (SSSP)*: This is the primary reference that describes system sensitivity, criticality, security controls, policies, and procedures. The SSSP shall be based upon the completion of the DHS FIPS 199 workbook to categorize the system of application and completion of the RMS Questionnaire. The SSSP shall be completed as part of the System or Release Definition Process in the SDLC and shall not be waived or tailored.
- *Privacy Impact Assessment (PIA) and System of Records Notification (SORN)*. For each new development activity, each incremental system update, or system recertification, a PIA and SORN shall be evaluated. If the system (or modification) triggers a PIA the contractor shall support the development of PIA and SORN as required. The Privacy Act of 1974 requires the PIA and shall be part of the SDLC process performed at either System or Release Definition.
- *Contingency Plan (CP)*: This plan describes the steps to be taken to ensure that an automated system or facility can be recovered from service disruptions in the event of emergencies and/or disasters. The Contractor shall support annual contingency plan testing and shall provide a Contingency Plan Test Results Report.
- *Security Test and Evaluation (ST&E)*: This document evaluates each security control and countermeasure to verify operation in the manner intended. Test parameters are established based on results of the RA. An ST&E shall be conducted for each Major Application and each General Support System as part of the certification process. The Contractor shall support this process.
- *Risk Assessment (RA)*: This document identifies threats and vulnerabilities, assesses the impacts of the threats, evaluates in-place countermeasures, and identifies additional countermeasures necessary to ensure an acceptable level of security. The RA shall be completed after completing the NIST 800-53 evaluation, Contingency Plan Testing, and the ST&E. Identified weakness shall be documented in a Plan of Action and Milestone (POA&M) in the USCIS Trusted Agent FISMA (TAF) tool. Each POA&M entry shall identify the cost of mitigating the weakness and the schedule for mitigating the weakness, as well as a POC for the mitigation efforts.
- *Certification and Accreditation (C&A)*: This program establishes the extent to which a particular design and implementation of an automated system and the facilities housing that system meet a specified set of security requirements, based on the RA of security features

and other technical requirements (certification), and the management authorization and approval of a system to process sensitive but unclassified information (accreditation). As appropriate the Contractor shall be granted access to the USCIS TAF and Risk Management System (RMS) tools to support C&A and its annual assessment requirements. Annual assessment activities shall include completion of the NIST 800-26 Self-Assessment in TAF, annual review of user accounts, and annual review of the FIPS categorization. C&A status shall be reviewed for each incremental system update and a new full C&A process completed when a major system revision is anticipated.

SECURITY ASSURANCES

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

- *User Identification and Authentication (I&A)* – I&A is the process of telling a system the identity of a subject (for example, a user) (*I*) and providing that the subject is who it claims to be (*A*). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development.
- *Discretionary Access Control (DAC)* – DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure.
- *Object Reuse* – Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation.
- *Audit* – DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT Security Office on a monthly basis, identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity.
- *Banner Pages* – DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications.

DATA SECURITY

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

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

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WD 15-4281 (Rev.-2) was first posted on www.wdol.gov on 01/05/2016

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor		WAGE AND HOUR DIVISION WASHINGTON D.C. 20210

Daniel W. Simms Director	Division of Wage Determinations		Wage Determination No.: 2015-4281 Revision No.: 2 Date Of Revision: 12/29/2015
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Note: Under Executive Order (EO) 13658, an hourly minimum wage of \$10.15 for calendar year 2016 applies to all contracts subject to the Service Contract Act for which the solicitation was issued on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least \$10.15 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2016. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
Maryland Counties of Calvert, Charles, Prince George's
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier, Loudoun, Prince William, Stafford

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

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		16.59
01012 - Accounting Clerk II		18.61
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01035 - Court Reporter		21.84
01041 - Customer Service Representative I		14.40
01042 - Customer Service Representative II		16.18
01043 - Customer Service Representative III		17.66
01051 - Data Entry Operator I		14.71
01052 - Data Entry Operator II		16.05
01060 - Dispatcher, Motor Vehicle		18.42
01070 - Document Preparation Clerk		14.70
01090 - Duplicating Machine Operator		14.70
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		14.98
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.65
01270 - Production Control Clerk		24.23

01290 - Rental Clerk	16.55
01300 - Scheduler, Maintenance	18.07
01311 - Secretary I	18.07
01312 - Secretary II	20.18
01313 - Secretary III	25.29
01320 - Service Order Dispatcher	16.98
01410 - Supply Technician	31.41
01420 - Survey Worker	20.03
01460 - Switchboard Operator/Receptionist	14.43
01531 - Travel Clerk I	13.46
01532 - Travel Clerk II	14.46
01533 - Travel Clerk III	15.53
01611 - Word Processor I	15.63
01612 - Word Processor II	17.67
01613 - Word Processor III	19.95
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	27.70
05010 - Automotive Electrician	23.51
05040 - Automotive Glass Installer	22.15
05070 - Automotive Worker	22.15
05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	14.14
07041 - Cook I	13.81
07042 - Cook II	16.06
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.66
07210 - Meat Cutter	19.19
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	11.59
11090 - Gardener	17.52
11122 - Housekeeping Aide	12.23
11150 - Janitor	12.23
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.40
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	13.80
12000 - Health Occupations	
12010 - Ambulance Driver	21.63
12011 - Breath Alcohol Technician	21.35

12012 - Certified Occupational Therapist Assistant	25.42
12015 - Certified Physical Therapist Assistant	23.57
12020 - Dental Assistant	17.98
12025 - Dental Hygienist	44.75
12030 - EKG Technician	30.44
12035 - Electroneurodiagnostic Technologist	30.44
12040 - Emergency Medical Technician	21.63
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35
12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	16.36
12130 - Medical Laboratory Technician	18.08
12160 - Medical Record Clerk	18.80
12190 - Medical Record Technician	21.04
12195 - Medical Transcriptionist	20.12
12210 - Nuclear Medicine Technologist	37.60
12221 - Nursing Assistant I	11.74
12222 - Nursing Assistant II	13.19
12223 - Nursing Assistant III	14.40
12224 - Nursing Assistant IV	16.16
12235 - Optical Dispenser	20.17
12236 - Optical Technician	17.38
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	17.18
12305 - Radiologic Technologist	32.31
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	23.90
12320 - Substance Abuse Treatment Counselor	27.04
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	21.37
13012 - Exhibits Specialist II	26.46
13013 - Exhibits Specialist III	32.37
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	36.09
13050 - Library Aide/Clerk	14.86
13054 - Library Information Technology Systems Administrator	32.58
13058 - Library Technician	20.09
13061 - Media Specialist I	20.60
13062 - Media Specialist II	23.05
13063 - Media Specialist III	25.70
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13090 - Technical Order Library Clerk	18.67
13110 - Video Teleconference Technician	21.25
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05

14071 - Computer Programmer I	(see 1)	26.36
14072 - Computer Programmer II	(see 1)	
14073 - Computer Programmer III	(see 1)	
14074 - Computer Programmer IV	(see 1)	
14101 - Computer Systems Analyst I	(see 1)	
14102 - Computer Systems Analyst II	(see 1)	
14103 - Computer Systems Analyst III	(see 1)	
14150 - Peripheral Equipment Operator		18.92
14160 - Personal Computer Support Technician		26.22
14170 - System Support Specialist		36.86
15000 - Instructional Occupations		
15010 - Aircrew Training Devices Instructor (Non-Rated)		36.47
15020 - Aircrew Training Devices Instructor (Rated)		44.06
15030 - Air Crew Training Devices Instructor (Pilot)		52.81
15050 - Computer Based Training Specialist / Instructor		36.47
15060 - Educational Technologist		35.31
15070 - Flight Instructor (Pilot)		52.81
15080 - Graphic Artist		29.48
15085 - Maintenance Test Pilot, Fixed, Jet/Prop		48.72
15086 - Maintenance Test Pilot, Rotary Wing		48.72
15088 - Non-Maintenance Test/Co-Pilot		48.72
15090 - Technical Instructor		27.59
15095 - Technical Instructor/Course Developer		33.74
15110 - Test Proctor		22.22
15120 - Tutor		22.22
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations		
16010 - Assembler		10.37
16030 - Counter Attendant		10.37
16040 - Dry Cleaner		13.33
16070 - Finisher, Flatwork, Machine		10.37
16090 - Presser, Hand		10.37
16110 - Presser, Machine, Drycleaning		10.37
16130 - Presser, Machine, Shirts		10.37
16160 - Presser, Machine, Wearing Apparel, Laundry		10.37
16190 - Sewing Machine Operator		14.28
16220 - Tailor		15.13
16250 - Washer, Machine		11.37
19000 - Machine Tool Operation And Repair Occupations		
19010 - Machine-Tool Operator (Tool Room)		23.25
19040 - Tool And Die Maker		25.72
21000 - Materials Handling And Packing Occupations		
21020 - Forklift Operator		18.02
21030 - Material Coordinator		24.23
21040 - Material Expediter		24.23
21050 - Material Handling Laborer		13.83
21071 - Order Filler		15.09
21080 - Production Line Worker (Food Processing)		18.02
21110 - Shipping Packer		16.20
21130 - Shipping/Receiving Clerk		16.20
21140 - Store Worker I		11.96
21150 - Stock Clerk		17.21
21210 - Tools And Parts Attendant		18.02
21410 - Warehouse Specialist		18.02
23000 - Mechanics And Maintenance And Repair Occupations		
23010 - Aerospace Structural Welder		29.93
23019 - Aircraft Logs and Records Technician		21.74
23021 - Aircraft Mechanic I		28.41
23022 - Aircraft Mechanic II		29.93
23023 - Aircraft Mechanic III		31.38
23040 - Aircraft Mechanic Helper		19.29
23050 - Aircraft, Painter		27.20

23060 - Aircraft Servicer	21.74
23070 - Aircraft Survival Flight Equipment Technician	27.20
23080 - Aircraft Worker	23.11
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	23.11
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	28.41
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	28.62
23130 - Carpenter, Maintenance	21.66
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	27.43
23182 - Electronics Technician Maintenance II	29.12
23183 - Electronics Technician Maintenance III	30.68
23260 - Fabric Worker	21.04
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	19.38
23311 - Fuel Distribution System Mechanic	25.09
23312 - Fuel Distribution System Operator	21.32
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	28.41
23381 - Ground Support Equipment Servicer	21.74
23382 - Ground Support Equipment Worker	23.11
23391 - Gunsmith I	19.38
23392 - Gunsmith II	22.54
23393 - Gunsmith III	25.20
23410 - Heating, Ventilation And Air-Conditioning Mechanic	26.28
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	27.69
23430 - Heavy Equipment Mechanic	24.16
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	24.85
23465 - Laboratory/Shelter Mechanic	23.93
23470 - Laborer	14.98
23510 - Locksmith	23.21
23530 - Machinery Maintenance Mechanic	25.43
23550 - Machinist, Maintenance	24.69
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	24.85
23592 - Metrology Technician II	26.18
23593 - Metrology Technician III	27.46
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	25.89
23810 - Plumber, Maintenance	24.52
23820 - Pneudraulic Systems Mechanic	25.20
23850 - Rigger	25.20
23870 - Scale Mechanic	22.54
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	30.15
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	25.20
23980 - Woodworker	19.38

24000 - Personal Needs Occupations	
24550 - Case Manager	17.64
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.86
24620 - Family Readiness And Support Services Coordinator	17.64
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	30.03
25040 - Sewage Plant Operator	22.92
25070 - Stationary Engineer	30.03
25190 - Ventilation Equipment Tender	21.44
25210 - Water Treatment Plant Operator	22.92
27000 - Protective Service Occupations	
27004 - Alarm Monitor	21.91
27007 - Baggage Inspector	13.98
27008 - Corrections Officer	25.08
27010 - Court Security Officer	26.37
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	25.08
27070 - Firefighter	26.52
27101 - Guard I	13.98
27102 - Guard II	20.57
27131 - Police Officer I	28.19
27132 - Police Officer II	31.32
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Worker	9.24
28210 - Gate Attendant/Gate Tender	14.31
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	16.02
28510 - Recreation Aide/Health Facility Attendant	11.68
28515 - Recreation Specialist	19.84
28630 - Sports Official	12.75
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	25.44
29020 - Hatch Tender	25.44
29030 - Line Handler	25.44
29041 - Stevedore I	23.44
29042 - Stevedore II	26.66
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	27.38
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	30.16
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30051 - Cryogenic Technician I	24.48
30052 - Cryogenic Technician II	27.04
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79

30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30095 - Evidence Control Specialist	22.10
30210 - Laboratory Technician	23.38
30221 - Latent Fingerprint Technician I	31.51
30222 - Latent Fingerprint Technician II	34.81
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30375 - Petroleum Supply Specialist	27.04
30390 - Photo-Optics Technician	27.98
30395 - Radiation Control Technician	27.04
30461 - Technical Writer I	24.12
30462 - Technical Writer II	29.52
30463 - Technical Writer III	35.72
30491 - Unexploded Ordnance (UXO) Technician I	25.24
30492 - Unexploded Ordnance (UXO) Technician II	30.53
30493 - Unexploded Ordnance (UXO) Technician III	36.60
30494 - Unexploded (UXO) Safety Escort	25.24
30495 - Unexploded (UXO) Sweep Personnel	25.24
30501 - Weather Forecaster I	24.48
30502 - Weather Forecaster II	29.77
30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 2,3) 25.19
30621 - Weather Observer, Senior	(see 2,3) 27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31010 - Airplane Pilot	30.53
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	15.38
31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	16.83
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	16.83
31362 - Truckdriver, Medium	18.28
31363 - Truckdriver, Heavy	19.96
31364 - Truckdriver, Tractor-Trailer	19.96
99000 - Miscellaneous Occupations	
99020 - Cabin Safety Specialist	14.89
99030 - Cashier	10.03
99050 - Desk Clerk	12.08
99095 - Embalmer	25.36
99130 - Flight Follower	25.24
99251 - Laboratory Animal Caretaker I	12.43
99252 - Laboratory Animal Caretaker II	13.59
99260 - Marketing Analyst	33.51
99310 - Mortician	34.10
99410 - Pest Controller	17.69
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	19.20
99711 - Recycling Specialist	23.54
99730 - Refuse Collector	17.01
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	14.77
99830 - Survey Party Chief	23.14
99831 - Surveying Aide	14.38
99832 - Surveying Technician	21.99

99840 - Vending Machine Attendant	15.48
99841 - Vending Machine Repairer	19.67
99842 - Vending Machine Repairer Helper	15.48

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.27 per hour or \$170.80 per week or \$740.13 per month

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

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

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

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

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

- (1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- (2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- (3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
- (4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** HAZARDOUS PAY DIFFERENTIAL ****

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder.

All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

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

**** UNIFORM ALLOWANCE ****

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

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear"

materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS **

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

** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) **

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

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

contractor.

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

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1)).

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WD 05-2375 (Rev.-17) was first posted on www.wdol.gov on 01/05/2016

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

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

Daniel W. Simms Division of
Director Wage Determinations

Wage Determination No.: 2005-2375
Revision No.: 17
Date Of Revision: 12/29/2015

Note: Under Executive Order (EO) 13658, an hourly minimum wage of \$10.15 for calendar year 2016 applies to all contracts subject to the Service Contract Act for which the solicitation was issued on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least \$10.15 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2016. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

State: New York

Area: New York Counties of Bronx, Kings, New York, Putnam, Queens, Richmond, Rockland, Westchester

OCCUPATION NOTE:

Janitor: The rate for the Janitor occupation applies to Putnam, Rockland, and Westchester Counties only. See Wage Determination 1977-0225 for wage rates and fringe benefits for Bronx, Kings, New York, Queens, and Richmond Counties.

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

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.11
01012 - Accounting Clerk II		19.61
01013 - Accounting Clerk III		21.89
01020 - Administrative Assistant		30.93
01040 - Court Reporter		21.64
01051 - Data Entry Operator I		14.71
01052 - Data Entry Operator II		16.05
01060 - Dispatcher, Motor Vehicle		25.79
01070 - Document Preparation Clerk		15.56
01090 - Duplicating Machine Operator		15.56
01111 - General Clerk I		14.82
01112 - General Clerk II		17.49
01113 - General Clerk III		18.82
01120 - Housing Referral Assistant		26.92
01141 - Messenger Courier		12.92
01191 - Order Clerk I		18.05
01192 - Order Clerk II		21.67
01261 - Personnel Assistant (Employment) I		18.96
01262 - Personnel Assistant (Employment) II		21.22
01263 - Personnel Assistant (Employment) III		23.66
01270 - Production Control Clerk		23.51

01280 - Receptionist	15.67
01290 - Rental Clerk	18.04
01300 - Scheduler, Maintenance	21.57
01311 - Secretary I	21.57
01312 - Secretary II	24.82
01313 - Secretary III	26.92
01320 - Service Order Dispatcher	20.50
01410 - Supply Technician	30.93
01420 - Survey Worker	21.64
01531 - Travel Clerk I	15.98
01532 - Travel Clerk II	17.31
01533 - Travel Clerk III	18.79
01611 - Word Processor I	17.62
01612 - Word Processor II	19.79
01613 - Word Processor III	22.13
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	28.29
05010 - Automotive Electrician	28.50
05040 - Automotive Glass Installer	27.31
05070 - Automotive Worker	27.31
05110 - Mobile Equipment Servicer	24.42
05130 - Motor Equipment Metal Mechanic	30.31
05160 - Motor Equipment Metal Worker	27.31
05190 - Motor Vehicle Mechanic	29.68
05220 - Motor Vehicle Mechanic Helper	23.15
05250 - Motor Vehicle Upholstery Worker	26.12
05280 - Motor Vehicle Wrecker	27.31
05310 - Painter, Automotive	28.50
05340 - Radiator Repair Specialist	27.31
05370 - Tire Repairer	18.22
05400 - Transmission Repair Specialist	29.68
07000 - Food Preparation And Service Occupations	
07010 - Baker	19.55
07041 - Cook I	17.97
07042 - Cook II	19.55
07070 - Dishwasher	14.67
07130 - Food Service Worker	14.67
07210 - Meat Cutter	19.55
07260 - Waiter/Waitress	15.50
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	21.14
09040 - Furniture Handler	16.07
09080 - Furniture Refinisher	21.14
09090 - Furniture Refinisher Helper	17.75
09110 - Furniture Repairer, Minor	19.44
09130 - Upholsterer	21.14
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	14.92
11060 - Elevator Operator	14.92
11090 - Gardener	18.74
11122 - Housekeeping Aide	15.70
11150 - Janitor	15.70
11210 - Laborer, Grounds Maintenance	15.89
11240 - Maid or Houseman	13.98
11260 - Pruner	14.75
11270 - Tractor Operator	18.02
11330 - Trail Maintenance Worker	15.89
11360 - Window Cleaner	16.95
12000 - Health Occupations	
12010 - Ambulance Driver	24.99
12011 - Breath Alcohol Technician	24.87
12012 - Certified Occupational Therapist Assistant	24.12

12015 - Certified Physical Therapist Assistant	22.28
12020 - Dental Assistant	16.75
12025 - Dental Hygienist	35.31
12030 - EKG Technician	28.65
12035 - Electroneurodiagnostic Technologist	28.65
12040 - Emergency Medical Technician	24.99
12071 - Licensed Practical Nurse I	21.76
12072 - Licensed Practical Nurse II	24.34
12073 - Licensed Practical Nurse III	24.48
12100 - Medical Assistant	16.66
12130 - Medical Laboratory Technician	20.63
12160 - Medical Record Clerk	18.00
12190 - Medical Record Technician	20.55
12195 - Medical Transcriptionist	19.01
12210 - Nuclear Medicine Technologist	36.93
12221 - Nursing Assistant I	12.37
12222 - Nursing Assistant II	14.72
12223 - Nursing Assistant III	15.82
12224 - Nursing Assistant IV	16.79
12235 - Optical Dispenser	24.64
12236 - Optical Technician	16.64
12250 - Pharmacy Technician	14.58
12280 - Phlebotomist	16.79
12305 - Radiologic Technologist	28.08
12311 - Registered Nurse I	32.76
12312 - Registered Nurse II	38.41
12313 - Registered Nurse II, Specialist	38.41
12314 - Registered Nurse III	49.39
12315 - Registered Nurse III, Anesthetist	49.39
12316 - Registered Nurse IV	59.22
12317 - Scheduler (Drug and Alcohol Testing)	26.17
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	27.03
13012 - Exhibits Specialist II	33.49
13013 - Exhibits Specialist III	40.95
13041 - Illustrator I	26.51
13042 - Illustrator II	32.31
13043 - Illustrator III	39.22
13047 - Librarian	37.25
13050 - Library Aide/Clerk	15.79
13054 - Library Information Technology Systems Administrator	32.65
13058 - Library Technician	25.62
13061 - Media Specialist I	23.57
13062 - Media Specialist II	26.35
13063 - Media Specialist III	29.39
13071 - Photographer I	21.29
13072 - Photographer II	24.10
13073 - Photographer III	32.88
13074 - Photographer IV	38.49
13075 - Photographer V	46.55
13110 - Video Teleconference Technician	24.33
14000 - Information Technology Occupations	
14041 - Computer Operator I	19.00
14042 - Computer Operator II	21.26
14043 - Computer Operator III	23.71
14044 - Computer Operator IV	26.94
14045 - Computer Operator V	29.17
14071 - Computer Programmer I	(see 1)
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)

14101 - Computer Systems Analyst I	(see 1)	
14102 - Computer Systems Analyst II	(see 1)	
14103 - Computer Systems Analyst III	(see 1)	
14150 - Peripheral Equipment Operator		19.00
14160 - Personal Computer Support Technician		26.94
15000 - Instructional Occupations		
15010 - Aircrew Training Devices Instructor (Non-Rated)		39.54
15020 - Aircrew Training Devices Instructor (Rated)		43.75
15030 - Air Crew Training Devices Instructor (Pilot)		52.46
15050 - Computer Based Training Specialist / Instructor		39.54
15060 - Educational Technologist		33.02
15070 - Flight Instructor (Pilot)		52.46
15080 - Graphic Artist		35.27
15090 - Technical Instructor		31.44
15095 - Technical Instructor/Course Developer		38.34
15110 - Test Proctor		25.30
15120 - Tutor		25.30
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations		
16010 - Assembler		11.62
16030 - Counter Attendant		11.62
16040 - Dry Cleaner		14.30
16070 - Finisher, Flatwork, Machine		11.62
16090 - Presser, Hand		11.62
16110 - Presser, Machine, Drycleaning		11.62
16130 - Presser, Machine, Shirts		11.62
16160 - Presser, Machine, Wearing Apparel, Laundry		11.62
16190 - Sewing Machine Operator		15.19
16220 - Tailor		16.04
16250 - Washer, Machine		12.60
19000 - Machine Tool Operation And Repair Occupations		
19010 - Machine-Tool Operator (Tool Room)		20.89
19040 - Tool And Die Maker		24.21
21000 - Materials Handling And Packing Occupations		
21020 - Forklift Operator		16.96
21030 - Material Coordinator		23.51
21040 - Material Expediter		23.51
21050 - Material Handling Laborer		16.41
21071 - Order Filler		15.58
21080 - Production Line Worker (Food Processing)		16.96
21110 - Shipping Packer		15.28
21130 - Shipping/Receiving Clerk		15.28
21140 - Store Worker I		15.06
21150 - Stock Clerk		18.88
21210 - Tools And Parts Attendant		16.96
21410 - Warehouse Specialist		16.96
23000 - Mechanics And Maintenance And Repair Occupations		
23010 - Aerospace Structural Welder		29.79
23021 - Aircraft Mechanic I		27.11
23022 - Aircraft Mechanic II		29.58
23023 - Aircraft Mechanic III		30.66
23040 - Aircraft Mechanic Helper		21.89
23050 - Aircraft, Painter		24.18
23060 - Aircraft Servicer		23.97
23080 - Aircraft Worker		25.01
23110 - Appliance Mechanic		21.38
23120 - Bicycle Repairer		17.13
23125 - Cable Splicer		36.53
23130 - Carpenter, Maintenance		29.89
23140 - Carpet Layer		27.98
23160 - Electrician, Maintenance		37.18
23181 - Electronics Technician Maintenance I		24.19
23182 - Electronics Technician Maintenance II		29.17

23183 - Electronics Technician Maintenance III	31.14
23260 - Fabric Worker	28.00
23290 - Fire Alarm System Mechanic	21.67
23310 - Fire Extinguisher Repairer	22.51
23311 - Fuel Distribution System Mechanic	29.94
23312 - Fuel Distribution System Operator	27.20
23370 - General Maintenance Worker	24.67
23380 - Ground Support Equipment Mechanic	27.11
23381 - Ground Support Equipment Servicer	23.97
23382 - Ground Support Equipment Worker	25.01
23391 - Gunsmith I	22.51
23392 - Gunsmith II	25.12
23393 - Gunsmith III	27.25
23410 - Heating, Ventilation And Air-Conditioning Mechanic	26.97
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	28.93
23430 - Heavy Equipment Mechanic	26.10
23440 - Heavy Equipment Operator	34.38
23460 - Instrument Mechanic	30.86
23465 - Laboratory/Shelter Mechanic	26.21
23470 - Laborer	15.95
23510 - Locksmith	20.70
23530 - Machinery Maintenance Mechanic	23.95
23550 - Machinist, Maintenance	20.81
23580 - Maintenance Trades Helper	16.90
23591 - Metrology Technician I	30.86
23592 - Metrology Technician II	33.34
23593 - Metrology Technician III	34.56
23640 - Millwright	31.22
23710 - Office Appliance Repairer	22.95
23760 - Painter, Maintenance	25.47
23790 - Pipefitter, Maintenance	32.88
23810 - Plumber, Maintenance	32.93
23820 - Pneudraulic Systems Mechanic	27.25
23850 - Rigger	24.36
23870 - Scale Mechanic	25.12
23890 - Sheet-Metal Worker, Maintenance	30.55
23910 - Small Engine Mechanic	19.30
23931 - Telecommunications Mechanic I	30.91
23932 - Telecommunications Mechanic II	32.20
23950 - Telephone Lineman	32.90
23960 - Welder, Combination, Maintenance	23.02
23965 - Well Driller	24.89
23970 - Woodcraft Worker	25.89
23980 - Woodworker	19.50
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	13.87
24580 - Child Care Center Clerk	17.30
24610 - Chore Aide	12.67
24620 - Family Readiness And Support Services Coordinator	14.89
24630 - Homemaker	19.21
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	29.03
25040 - Sewage Plant Operator	27.01
25070 - Stationary Engineer	29.03
25190 - Ventilation Equipment Tender	23.71
25210 - Water Treatment Plant Operator	27.01
27000 - Protective Service Occupations	
27004 - Alarm Monitor	19.12
27007 - Baggage Inspector	17.98

27008 - Corrections Officer	30.97
27010 - Court Security Officer	30.66
27030 - Detection Dog Handler	20.36
27040 - Detention Officer	30.97
27070 - Firefighter	31.42
27101 - Guard I	17.98
27102 - Guard II	20.36
27131 - Police Officer I	32.37
27132 - Police Officer II	35.94
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	17.13
28042 - Carnival Equipment Repairer	17.97
28043 - Carnival Equipment Worker	14.67
28210 - Gate Attendant/Gate Tender	16.49
28310 - Lifeguard	13.13
28350 - Park Attendant (Aide)	18.46
28510 - Recreation Aide/Health Facility Attendant	18.95
28515 - Recreation Specialist	22.88
28630 - Sports Official	14.69
28690 - Swimming Pool Operator	20.98
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	29.90
29020 - Hatch Tender	29.90
29030 - Line Handler	29.90
29041 - Stevedore I	26.22
29042 - Stevedore II	32.85
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	40.33
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	27.82
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	30.63
30021 - Archeological Technician I	19.69
30022 - Archeological Technician II	22.02
30023 - Archeological Technician III	27.27
30030 - Cartographic Technician	27.27
30040 - Civil Engineering Technician	25.21
30061 - Drafter/CAD Operator I	19.69
30062 - Drafter/CAD Operator II	22.02
30063 - Drafter/CAD Operator III	24.55
30064 - Drafter/CAD Operator IV	30.20
30081 - Engineering Technician I	19.98
30082 - Engineering Technician II	22.47
30083 - Engineering Technician III	25.28
30084 - Engineering Technician IV	31.22
30085 - Engineering Technician V	38.08
30086 - Engineering Technician VI	46.07
30090 - Environmental Technician	22.90
30210 - Laboratory Technician	21.67
30240 - Mathematical Technician	26.78
30361 - Paralegal/Legal Assistant I	23.36
30362 - Paralegal/Legal Assistant II	28.94
30363 - Paralegal/Legal Assistant III	35.39
30364 - Paralegal/Legal Assistant IV	42.84
30390 - Photo-Optics Technician	27.27
30461 - Technical Writer I	27.81
30462 - Technical Writer II	33.91
30463 - Technical Writer III	41.04
30491 - Unexploded Ordnance (UXO) Technician I	25.63
30492 - Unexploded Ordnance (UXO) Technician II	31.02
30493 - Unexploded Ordnance (UXO) Technician III	37.18
30494 - Unexploded (UXO) Safety Escort	25.63
30495 - Unexploded (UXO) Sweep Personnel	25.63

30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 2)	24.55
30621 - Weather Observer, Senior	(see 2)	27.27
31000 - Transportation/Mobile Equipment Operation Occupations		
31020 - Bus Aide		16.40
31030 - Bus Driver		19.89
31043 - Driver Courier		16.75
31260 - Parking and Lot Attendant		10.97
31290 - Shuttle Bus Driver		17.80
31310 - Taxi Driver		15.21
31361 - Truckdriver, Light		17.80
31362 - Truckdriver, Medium		18.87
31363 - Truckdriver, Heavy		24.52
31364 - Truckdriver, Tractor-Trailer		24.52
99000 - Miscellaneous Occupations		
99030 - Cashier		10.95
99050 - Desk Clerk		16.69
99095 - Embalmer		28.51
99251 - Laboratory Animal Caretaker I		16.32
99252 - Laboratory Animal Caretaker II		17.14
99310 - Mortician		34.64
99410 - Pest Controller		18.75
99510 - Photofinishing Worker		16.23
99710 - Recycling Laborer		19.78
99711 - Recycling Specialist		22.59
99730 - Refuse Collector		18.36
99810 - Sales Clerk		14.70
99820 - School Crossing Guard		15.07
99830 - Survey Party Chief		23.68
99831 - Surveying Aide		15.48
99832 - Surveying Technician		20.42
99840 - Vending Machine Attendant		19.20
99841 - Vending Machine Repairer		23.47
99842 - Vending Machine Repairer Helper		18.98

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.27 per hour or \$170.80 per week or \$740.13 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, 4 weeks after 10 years, and 5 weeks after 20 years.

Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

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

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

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive,

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

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

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

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

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

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

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

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

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

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

** UNIFORM ALLOWANCE **

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

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

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

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

Conformance Process:

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

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized

representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

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

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

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WD 15-5613 (Rev.-3) was first posted on www.wdol.gov on 01/05/2016

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT	U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor	WAGE AND HOUR DIVISION WASHINGTON D.C. 20210

Daniel W. Simms Director	Division of Wage Determinations	Wage Determination No.: 2015-5613 Revision No.: 3 Date Of Revision: 12/29/2015
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Note: Under Executive Order (EO) 13658, an hourly minimum wage of \$10.15 for calendar year 2016 applies to all contracts subject to the Service Contract Act for which the solicitation was issued on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least \$10.15 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2016. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

State: California

Area: California County of Los Angeles

OCCUPATION NOTES:

Heating, Air Conditioning, and Refrigeration services: Occupational wage rates and fringe benefits may be found on WD 1986-0879.

Laundry services: Occupational wage rates and fringe benefits may be found on WD 1977-1297.

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

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.83
01012 - Accounting Clerk II		17.77
01013 - Accounting Clerk III		20.27
01020 - Administrative Assistant		28.08
01035 - Court Reporter		21.92
01041 - Customer Service Representative I		13.86
01042 - Customer Service Representative II		15.57
01043 - Customer Service Representative III		16.98
01051 - Data Entry Operator I		13.16
01052 - Data Entry Operator II		14.35
01060 - Dispatcher, Motor Vehicle		22.41
01070 - Document Preparation Clerk		15.13
01090 - Duplicating Machine Operator		15.13
01111 - General Clerk I		12.94
01112 - General Clerk II		14.92
01113 - General Clerk III		17.43
01120 - Housing Referral Assistant		21.90
01141 - Messenger Courier		12.60

01191 - Order Clerk I	16.98
01192 - Order Clerk II	18.53
01261 - Personnel Assistant (Employment) I	18.07
01262 - Personnel Assistant (Employment) II	20.20
01263 - Personnel Assistant (Employment) III	22.53
01270 - Production Control Clerk	23.51
01290 - Rental Clerk	16.83
01300 - Scheduler, Maintenance	17.39
01311 - Secretary I	17.39
01312 - Secretary II	19.45
01313 - Secretary III	21.90
01320 - Service Order Dispatcher	19.54
01410 - Supply Technician	28.08
01420 - Survey Worker	19.93
01460 - Switchboard Operator/Receptionist	14.51
01531 - Travel Clerk I	14.72
01532 - Travel Clerk II	16.02
01533 - Travel Clerk III	17.21
01611 - Word Processor I	15.18
01612 - Word Processor II	16.87
01613 - Word Processor III	18.76
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	23.56
05010 - Automotive Electrician	22.18
05040 - Automotive Glass Installer	20.84
05070 - Automotive Worker	20.84
05110 - Mobile Equipment Servicer	19.16
05130 - Motor Equipment Metal Mechanic	23.56
05160 - Motor Equipment Metal Worker	20.84
05190 - Motor Vehicle Mechanic	23.56
05220 - Motor Vehicle Mechanic Helper	18.38
05250 - Motor Vehicle Upholstery Worker	20.40
05280 - Motor Vehicle Wrecker	20.84
05310 - Painter, Automotive	22.18
05340 - Radiator Repair Specialist	20.84
05370 - Tire Repairer	15.47
05400 - Transmission Repair Specialist	23.56
07000 - Food Preparation And Service Occupations	
07010 - Baker	12.28
07041 - Cook I	13.83
07042 - Cook II	15.74
07070 - Dishwasher	10.29
07130 - Food Service Worker	11.20
07210 - Meat Cutter	15.92
07260 - Waiter/Waitress	9.85
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	20.45
09040 - Furniture Handler	13.66
09080 - Furniture Refinisher	20.45
09090 - Furniture Refinisher Helper	16.30
09110 - Furniture Repairer, Minor	18.74
09130 - Upholsterer	20.45
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	11.76
11060 - Elevator Operator	12.94
11090 - Gardener	19.21
11122 - Housekeeping Aide	13.84
11150 - Janitor	14.04
11210 - Laborer, Grounds Maintenance	14.40
11240 - Maid or Houseman	11.06
11260 - Pruner	13.27

11270 - Tractor Operator	17.13
11330 - Trail Maintenance Worker	14.40
11360 - Window Cleaner	15.77
12000 - Health Occupations	
12010 - Ambulance Driver	17.82
12011 - Breath Alcohol Technician	17.82
12012 - Certified Occupational Therapist Assistant	29.02
12015 - Certified Physical Therapist Assistant	29.37
12020 - Dental Assistant	17.34
12025 - Dental Hygienist	42.23
12030 - EKG Technician	30.63
12035 - Electroneurodiagnostic Technologist	30.63
12040 - Emergency Medical Technician	17.82
12071 - Licensed Practical Nurse I	19.32
12072 - Licensed Practical Nurse II	21.61
12073 - Licensed Practical Nurse III	24.09
12100 - Medical Assistant	15.35
12130 - Medical Laboratory Technician	20.02
12160 - Medical Record Clerk	17.59
12190 - Medical Record Technician	19.67
12195 - Medical Transcriptionist	21.29
12210 - Nuclear Medicine Technologist	40.19
12221 - Nursing Assistant I	11.21
12222 - Nursing Assistant II	12.61
12223 - Nursing Assistant III	13.75
12224 - Nursing Assistant IV	15.43
12235 - Optical Dispenser	17.80
12236 - Optical Technician	15.71
12250 - Pharmacy Technician	17.83
12280 - Phlebotomist	15.03
12305 - Radiologic Technologist	27.76
12311 - Registered Nurse I	31.47
12312 - Registered Nurse II	38.49
12313 - Registered Nurse II, Specialist	38.49
12314 - Registered Nurse III	48.20
12315 - Registered Nurse III, Anesthetist	48.20
12316 - Registered Nurse IV	57.77
12317 - Scheduler (Drug and Alcohol Testing)	25.09
12320 - Substance Abuse Treatment Counselor	15.89
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	24.83
13012 - Exhibits Specialist II	30.76
13013 - Exhibits Specialist III	37.63
13041 - Illustrator I	27.84
13042 - Illustrator II	34.51
13043 - Illustrator III	42.16
13047 - Librarian	34.58
13050 - Library Aide/Clerk	16.49
13054 - Library Information Technology Systems Administrator	31.23
13058 - Library Technician	22.40
13061 - Media Specialist I	22.40
13062 - Media Specialist II	25.04
13063 - Media Specialist III	27.92
13071 - Photographer I	17.95
13072 - Photographer II	20.08
13073 - Photographer III	26.61
13074 - Photographer IV	33.56
13075 - Photographer V	40.61
13090 - Technical Order Library Clerk	14.57
13110 - Video Teleconference Technician	22.09

14000 - Information Technology Occupations	
14041 - Computer Operator I	17.82
14042 - Computer Operator II	19.93
14043 - Computer Operator III	22.89
14044 - Computer Operator IV	25.73
14045 - Computer Operator V	27.35
14071 - Computer Programmer I	(see 1) 27.42
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	17.82
14160 - Personal Computer Support Technician	25.73
14170 - System Support Specialist	33.06
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	34.73
15020 - Aircrew Training Devices Instructor (Rated)	42.03
15030 - Air Crew Training Devices Instructor (Pilot)	50.37
15050 - Computer Based Training Specialist / Instructor	34.73
15060 - Educational Technologist	36.57
15070 - Flight Instructor (Pilot)	50.37
15080 - Graphic Artist	26.72
15085 - Maintenance Test Pilot, Fixed, Jet/Prop	43.94
15086 - Maintenance Test Pilot, Rotary Wing	43.94
15088 - Non-Maintenance Test/Co-Pilot	43.94
15090 - Technical Instructor	25.70
15095 - Technical Instructor/Course Developer	31.47
15110 - Test Proctor	20.77
15120 - Tutor	20.77
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	20.37
19040 - Tool And Die Maker	24.94
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.99
21030 - Material Coordinator	23.51
21040 - Material Expediter	23.51
21050 - Material Handling Laborer	13.02
21071 - Order Filler	13.31
21080 - Production Line Worker (Food Processing)	15.99
21110 - Shipping Packer	15.08
21130 - Shipping/Receiving Clerk	15.08
21140 - Store Worker I	11.65
21150 - Stock Clerk	17.13
21210 - Tools And Parts Attendant	15.99
21410 - Warehouse Specialist	15.99
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	33.86
23019 - Aircraft Logs and Records Technician	25.91
23021 - Aircraft Mechanic I	32.01
23022 - Aircraft Mechanic II	33.86
23023 - Aircraft Mechanic III	35.13
23040 - Aircraft Mechanic Helper	22.42
23050 - Aircraft, Painter	26.85
23060 - Aircraft Servicer	25.91
23070 - Aircraft Survival Flight Equipment Technician	26.85
23080 - Aircraft Worker	27.04
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	27.04
23092 - Aircrew Life Support Equipment (ALSE) Mechanic	32.01

II	
23110 - Appliance Mechanic	20.11
23120 - Bicycle Repairer	15.47
23125 - Cable Splicer	36.12
23130 - Carpenter, Maintenance	27.67
23140 - Carpet Layer	21.12
23160 - Electrician, Maintenance	30.18
23181 - Electronics Technician Maintenance I	23.67
23182 - Electronics Technician Maintenance II	25.21
23183 - Electronics Technician Maintenance III	26.76
23260 - Fabric Worker	23.87
23290 - Fire Alarm System Mechanic	22.33
23310 - Fire Extinguisher Repairer	22.03
23311 - Fuel Distribution System Mechanic	28.53
23312 - Fuel Distribution System Operator	21.81
23370 - General Maintenance Worker	23.26
23380 - Ground Support Equipment Mechanic	32.01
23381 - Ground Support Equipment Servicer	25.91
23382 - Ground Support Equipment Worker	27.04
23391 - Gunsmith I	22.03
23392 - Gunsmith II	25.48
23393 - Gunsmith III	28.81
23430 - Heavy Equipment Mechanic	29.14
23440 - Heavy Equipment Operator	35.40
23460 - Instrument Mechanic	29.84
23465 - Laboratory/Shelter Mechanic	27.14
23470 - Laborer	12.49
23510 - Locksmith	22.20
23530 - Machinery Maintenance Mechanic	28.51
23550 - Machinist, Maintenance	25.41
23580 - Maintenance Trades Helper	14.82
23591 - Metrology Technician I	29.84
23592 - Metrology Technician II	31.61
23593 - Metrology Technician III	32.85
23640 - Millwright	28.00
23710 - Office Appliance Repairer	20.86
23760 - Painter, Maintenance	21.05
23790 - Pipefitter, Maintenance	28.31
23810 - Plumber, Maintenance	26.66
23820 - Pneudraulic Systems Mechanic	28.81
23850 - Rigger	28.45
23870 - Scale Mechanic	25.48
23890 - Sheet-Metal Worker, Maintenance	26.77
23910 - Small Engine Mechanic	20.44
23931 - Telecommunications Mechanic I	26.70
23932 - Telecommunications Mechanic II	28.30
23950 - Telephone Lineman	26.60
23960 - Welder, Combination, Maintenance	19.75
23965 - Well Driller	27.02
23970 - Woodcraft Worker	26.29
23980 - Woodworker	20.34
24000 - Personal Needs Occupations	
24550 - Case Manager	16.03
24570 - Child Care Attendant	13.05
24580 - Child Care Center Clerk	16.03
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.03
24630 - Homemaker	19.21
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	30.35

25040 - Sewage Plant Operator	31.71
25070 - Stationary Engineer	30.35
25190 - Ventilation Equipment Tender	21.27
25210 - Water Treatment Plant Operator	31.71
27000 - Protective Service Occupations	
27004 - Alarm Monitor	25.94
27007 - Baggage Inspector	13.15
27008 - Corrections Officer	31.01
27010 - Court Security Officer	32.50
27030 - Detection Dog Handler	23.77
27040 - Detention Officer	31.01
27070 - Firefighter	32.97
27101 - Guard I	13.15
27102 - Guard II	23.77
27131 - Police Officer I	37.92
27132 - Police Officer II	42.13
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	14.04
28042 - Carnival Equipment Repairer	15.11
28043 - Carnival Worker	10.64
28210 - Gate Attendant/Gate Tender	14.19
28310 - Lifeguard	13.61
28350 - Park Attendant (Aide)	15.88
28510 - Recreation Aide/Health Facility Attendant	11.58
28515 - Recreation Specialist	19.66
28630 - Sports Official	12.63
28690 - Swimming Pool Operator	18.67
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	25.76
29020 - Hatch Tender	25.76
29030 - Line Handler	25.76
29041 - Stevedore I	24.07
29042 - Stevedore II	27.45
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	40.65
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	28.03
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	30.87
30021 - Archeological Technician I	24.77
30022 - Archeological Technician II	26.63
30023 - Archeological Technician III	34.46
30030 - Cartographic Technician	34.46
30040 - Civil Engineering Technician	33.86
30051 - Cryogenic Technician I	28.51
30052 - Cryogenic Technician II	31.50
30061 - Drafter/CAD Operator I	24.86
30062 - Drafter/CAD Operator II	27.81
30063 - Drafter/CAD Operator III	31.00
30064 - Drafter/CAD Operator IV	38.15
30081 - Engineering Technician I	19.68
30082 - Engineering Technician II	22.09
30083 - Engineering Technician III	24.70
30084 - Engineering Technician IV	30.60
30085 - Engineering Technician V	37.43
30086 - Engineering Technician VI	45.29
30090 - Environmental Technician	27.72
30095 - Evidence Control Specialist	25.75
30210 - Laboratory Technician	23.13
30221 - Latent Fingerprint Technician I	36.31
30222 - Latent Fingerprint Technician II	40.08
30240 - Mathematical Technician	33.92
30361 - Paralegal/Legal Assistant I	21.83

30362 - Paralegal/Legal Assistant II	27.04
30363 - Paralegal/Legal Assistant III	33.08
30364 - Paralegal/Legal Assistant IV	40.03
30375 - Petroleum Supply Specialist	31.50
30390 - Photo-Optics Technician	33.92
30395 - Radiation Control Technician	31.50
30461 - Technical Writer I	23.62
30462 - Technical Writer II	28.89
30463 - Technical Writer III	34.96
30491 - Unexploded Ordnance (UXO) Technician I	25.83
30492 - Unexploded Ordnance (UXO) Technician II	31.26
30493 - Unexploded Ordnance (UXO) Technician III	37.46
30494 - Unexploded (UXO) Safety Escort	25.83
30495 - Unexploded (UXO) Sweep Personnel	25.83
30501 - Weather Forecaster I	28.51
30502 - Weather Forecaster II	34.70
30620 - Weather Observer, Combined Upper Air Or	(see 2) 31.00
Surface Programs	
30621 - Weather Observer, Senior	(see 2) 33.79
31000 - Transportation/Mobile Equipment Operation Occupations	
31010 - Airplane Pilot	31.26
31020 - Bus Aide	13.63
31030 - Bus Driver	19.62
31043 - Driver Courier	13.27
31260 - Parking and Lot Attendant	9.72
31290 - Shuttle Bus Driver	14.48
31310 - Taxi Driver	13.23
31361 - Truckdriver, Light	14.48
31362 - Truckdriver, Medium	20.63
31363 - Truckdriver, Heavy	21.78
31364 - Truckdriver, Tractor-Trailer	21.78
99000 - Miscellaneous Occupations	
99020 - Cabin Safety Specialist	15.24
99030 - Cashier	12.13
99050 - Desk Clerk	12.65
99095 - Embalmer	24.60
99130 - Flight Follower	25.83
99251 - Laboratory Animal Caretaker I	12.12
99252 - Laboratory Animal Caretaker II	13.29
99260 - Marketing Analyst	30.70
99310 - Mortician	34.35
99410 - Pest Controller	15.19
99510 - Photofinishing Worker	16.90
99710 - Recycling Laborer	23.13
99711 - Recycling Specialist	27.14
99730 - Refuse Collector	20.64
99810 - Sales Clerk	17.13
99820 - School Crossing Guard	10.46
99830 - Survey Party Chief	41.77
99831 - Surveying Aide	23.39
99832 - Surveying Technician	30.75
99840 - Vending Machine Attendant	13.35
99841 - Vending Machine Repairer	16.83
99842 - Vending Machine Repairer Helper	13.35

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.27 per hour or \$170.80 per week or \$740.13 per month

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

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

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

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

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

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

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

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

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

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** HAZARDOUS PAY DIFFERENTIAL ****

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder.

All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

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

**** UNIFORM ALLOWANCE ****

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

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

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

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

**** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) ****

Conformance Process:

The contracting officer shall require that any class of service employee which is

not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

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

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1)).