

| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/SERVICES | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | Part II - Contract Clauses Part III - List of Attachments Contract Type: Firm Fixed Price (FFP) AAP Number: 2018044863 Period of Performance: 09/27/2019 to 09/26/2022 Base Period: 09/27/2019 - 03/26/2020 | | | | |
| 0001 | Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect) support services in accordance with (IAW) the attached Performance Work Statement (PWS). Firm Fixed Price Line Item Accounting Info: SERVICE 200 EX 20-02-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ | 6 | MO | ██████████ | ██████████ |
| 0002 | Senior AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Continued ... | 6 | MO | ██████████ | ██████████ |

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 <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 34. VOUCHER NUMBER | 35. AMOUNT VERIFIED CORRECT FOR | 36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 37. CHECK NUMBER |
|--|--------------------|---------------------------------|--|------------------|

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

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

CONTINUATION SHEET

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NAME OF OFFEROR OR CONTRACTOR
 VSOLVIT LLC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | Accounting Info: SERVICE 200 EX 20-02-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ Accounting Info: SCDATA0 000 EX 20-02-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ Accounting Info: EQUIPMT 200 EX 50-01-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ | | | | |
| 0003 | Adobe AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Accounting Info: EQUIPMT 200 EX 50-01-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ | 6 | MO | ██████████ | ██████████ |
| 0004 | Training IAW section 4.2 of the attached PWS. Training shall be inclusive of travel. Travel will not be billed separately. Firm Fixed Price Line Item Accounting Info: EQUIPMT 200 EX 50-01-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ FOB: Destination | 5 | EA | ██████████ | ██████████ |
| 0005 | Contract Access Fee (CAF) - .75% Firm Fixed Price Line Item Accounting Info: EQUIPMT 200 EX 50-01-00-000 23-60-0000-00-00-00-00 GE-25-37-00 000000 Funded: ██████████ Option Period One: 03/27/2020 - 09/26/2020 Continued ... | 6 | MO | ██████████ | ██████████ |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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NAME OF OFFEROR OR CONTRACTOR
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| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| 1001 | Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect) support services in accordance with (IAW) the attached Performance Work Statement (PWS). Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:02/27/2020 Accounting Info: Funded: \$0.00 | 6 | MO | ██████████ | 0.00 |
| 1002 | Senior AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:02/27/2020 Accounting Info: Funded: \$0.00 | 6 | MO | ██████████ | 0.00 |
| 1003 | Adobe AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:02/27/2020 Accounting Info: Funded: \$0.00 | 6 | MO | ██████████ | 0.00 |
| 1004 | Training IAW section 4.2 of the attached PWS. Training shall be inclusive of travel. Travel will not be billed separately. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:02/27/2020 Accounting Info: Funded: \$0.00 | 5 | EA | ██████████ | 0.00 |
| 1005 | Contract Access Fee (CAF) - .75% Continued ... | 6 | MO | ██████████ | 0.00 |

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NAME OF OFFEROR OR CONTRACTOR
 VSOLVIT LLC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date: 02/27/2020 Accounting Info: Funded: \$0.00 Option Period Two: 09/27/2020 - 09/26/2021 | | | | |
| 2001 | Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect) support services in accordance with (IAW) the attached Performance Work Statement (PWS). Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date: 08/27/2020 | 12 | MO | ██████████ | 0.00 |
| 2002 | Senior AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date: 08/27/2020 | 12 | MO | ██████████ | 0.00 |
| 2003 | Adobe AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date: 08/27/2020 | 12 | MO | ██████████ | 0.00 |
| 2004 | Training IAW section 4.2 of the attached PWS. Training shall be inclusive of travel. Travel will not be billed separately. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date: 08/27/2020 | 10 | EA | ██████████ | 0.00 |
| 2005 | Contract Access Fee (CAF) - .75% Continued ... | 12 | MO | ██████████ | 0.00 |

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NAME OF OFFEROR OR CONTRACTOR
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| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:08/27/2020 Option Period Three: 09/27/2021 - 09/26/2022 | | | | |
| 3001 | Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect) support services in accordance with (IAW) the attached Performance Work Statement (PWS). Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:08/27/2021 | 12 | MO | ██████████ | 0.00 |
| 3002 | Senior AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:08/27/2021 | 12 | MO | ██████████ | 0.00 |
| 3003 | Adobe AEM Forms Developer support services IAW the attached PWS. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:08/27/2021 | 12 | MO | ██████████ | 0.00 |
| 3004 | Training IAW section 4.2 of the attached PWS. Training shall be inclusive of travel. Travel will not be billed separately. Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Anticipated Exercise Date:08/27/2021 | 10 | EA | ██████████ | 0.00 |
| 3005 | Contract Access Fee (CAF) - .75% Firm Fixed Price Line Item Amount: ██████████ (Option Line Item) Continued ... | 12 | MO | ██████████ | 0.00 |

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VSOLVIT LLC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | <p>Anticipated Exercise Date:08/27/2021</p> <p>The total amount of award: [REDACTED]. The obligation for this award is shown in box 26.</p> | | | | |

Part II – Task Order Clauses

This task order will be subject to the terms and conditions of your GSA 8(a) STARS II contract.

The following terms and conditions also apply:

FAR Clauses Incorporated By Reference

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This task order 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 these addresses: <http://www.acquisition.gov/far>.

(End of clause)

52.203-17, CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (APR 2014)

52.227-14 RIGHTS IN DATA -- GENERAL (MAY 2014)

FAR Clauses Incorporated in Full Text

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 **15 days**; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **30 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 **36 months**.

(End of clause)

HSAR Clauses Incorporated by Reference

The full text of HSAR clauses and provisions may be accessed electronically at the follow address:
<http://farsite.hill.af.mil/vthsara.htm>

3052.212-70, CONTRACT TERMS AND CONDITIONS APPLICABLE TO DHS ACQUISITION OF COMMERCIAL ITEMS (SEP 2012)

Fill ins:

- b) X 3052.242-72 Contracting Officer's Technical Representative

HSAR Clauses Incorporated in Full Text

HSAR 3052.215-70 KEY PERSONNEL OR FACILITIES (Dec 2003)

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

(b) Before replacing any of the specified individuals or facilities, the contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The contractor shall not replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel under this Task Order are:

1. Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect)
2. Senior AEM Forms Developer
3. Adobe AEM Forms Developer

(End of Clause)

USCIS Local Terms and Conditions

INVOICING INSTRUCTIONS

(a) All invoices submitted to USCIS for payment shall be in accordance with FAR Clause 52.212-4(g).

(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

PERFORMANCE REPORTING

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

POSTING OF CONTRACT (OR ORDER) IN FOIA READING ROOM

(a) The Government intends to post the contract (or order) resulting from this solicitation to a public FOIA reading room.

(b) Within 30 days of award, the Contractor shall submit a redacted copy of the executed contract (or order) (including all attachments) suitable for public posting under the provisions of the Freedom of Information Act

(FOIA). The Contractor shall submit the documents to the USCIS FOIA Office by email at foiaerr.nrc@uscis.dhs.gov with a courtesy copy to the contracting officer.

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

Part III – List of Attachments

Attachments:

| | |
|---|---------|
| A. Performance Work Statement (PWS) | 8 pages |
| B. Quality Assurance Surveillance Plan (QASP) | 4 pages |
| C. Security Requirements | 1 page |
| D. Section 508 Requirements | 3 pages |

DEPARTMENT OF HOMELAND SECURITY (DHS) USCIS
PERFORMANCE WORKS STATEMENT (PWS)
FOR
FORMS SUPPORT AND SERVICES (FSS)

1. Project Title

The Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS), Office of Intake and Document Production (OIDP), Forms and Requirements Division's (FRD) Forms Support and Services (FSS) provides support for the creation and maintenance of USCIS' public and internal use forms.

2. Project Background

USCIS is the DHS component responsible for providing immigration benefits to foreign nationals in the United States. As part of the USCIS statutory mission, OIDP/FRD supports program and operational offices by producing quality documents used by USCIS employees and customers worldwide, including benefit applications, petitions, requests, and waivers. FRD program requirements include creation, maintenance, and review of approximately 150 public use forms and more than 150 internal use forms. Once approved, USCIS forms are then posted on uscis.gov and connect.uscis.dhs.gov websites in Adobe PDF and Hypertext Markup Language (HTML) 5 formats. Customers download, print, and save forms to their personal computers and then submit forms to the appropriate entity. FRD utilizes Adobe Reader Extension technology to provide save and print capabilities in forms to customers. Additionally, each fillable form must comply with Section 508 of the Rehabilitation Act of 1973 and include scripting for screen reader software for visually impaired customers.

USCIS' need for forms services is continually influenced by statutory changes, regulatory changes, and new technologies. FRD's current operating environment requires Contractor support for the enhancement and production of various types of documents including, but not limited to, public use forms, internal public use forms, internal use forms, instructions documents, brochures, and various presentation materials. Contractor services will include creating and revising USCIS forms, performing quality assurance, providing training, researching new technologies and piloting and prototyping samples of USCIS' current form inventory against these new technologies, troubleshooting functionality issues, testing new forms, and ensuring forms meet 508 compliance requirements.

3. Scope

Tasks under the FSS order include: Forms Support, Training, Adobe Experience Manager (AEM) Support, 508 Compliance, and Innovation. The contractor shall possess extensive knowledge and skills base to train staff on new form design innovations and technologies, and also to create our form products using these new form design innovations and technologies in support of USCIS FRD. Extensive knowledge shall be determined by the contractor's systems and software training with Adobe products and Adobe Certified Expert (ACE) and Adobe Certified Instructor (ACI) certifications. FRD requires the contractor to assist with form design tasks using current technologies

to meet workload deadlines assigned. Based on historical data, an estimated 300 forms requests, 150 public forms and 150 internal use forms, will require the support and service of the provider on a yearly basis. Services under this order may vary depending upon workload, which is influenced by immigration legislation.

4. Contractor Tasks/Requirements

The contractor shall provide support for design, creation, and maintenance of volumes up to 300 forms (150 public and 150 internal forms) annually. In addition to the forms workload, the contractor must be capable of addressing the program's training needs, AEM support, forms 508 compliance, and implementing innovative process improvements as delineated below.

4.1 Forms Support

The Contractor shall:

- Create and revise form packages which includes ensuring appropriate fields are fillable, ensuring appropriate fields are set with the proper conditional properties, tabbing sequences are in order, spelling is accurate based on supplied sample, and form package is Reader Extended and ready for use by customers;
- Research and resolve form functionality issues related to JavaScript, Cascading Style Sheets (CSS)3 and HTML5;
- Provide wide-ranging form support in the form of assistance in implementing AEM initiatives, developing solutions using AEM capabilities, researching and troubleshooting issues in AEM environments;
- Provide assistance with maintenance and testing of the newly created automated workflows;
- Provide assistance in creating and revising form packages as well as troubleshooting form functionality issues;
- Create 508 Functionality in forms and instructions;
- Provide forms design and maintenance in both AEM designer and Adobe InDesign;
- Perform forms quality assurance; and
- Provide assistance in creating and maintaining automated workflows and business processes

The contractor shall provide continuous form design and maintenance of all adaptive and PDF form products. The contractor will be required to create two automated form workflows. The two forms will be the Employee Request for Alternate Work Schedule (AWS) G-1228, and Telework Program Application and Agreement G-1129, provided at contract award. The contractor will also create a visual dashboard aggregating employee work schedules and work locations based on data provide on the forms. Supervisors should be able to see which employees are scheduled to work on a given day and whether they are scheduled to be in the office or teleworking. These items shall be provided to the COR within forty five (45) days of contract award.

4.2 Training

The contractor shall provide a total of 10 classes five onsite in the Washington Capitol Region, and five virtual/online those classes will:

- Provide training in Adobe InDesign, AEM Forms Designer and Workbench, HTML5, CSS3, and JavaScript; Adobe Creative Cloud (CC); Microsoft SharePoint
- Facilitate the transition of forms from the current environment and format to HTML5 and/or

automated workflows

- Facilitate quarterly skills building and maintenance training to FRD on topics such as AEM Forms Designer and Workbench, HTML5, CSS3, and JavaScript;
- Facilitate quarterly skills building and maintenance training on InDesign and other Adobe CC components, Microsoft SharePoint, industry best practices for forms management and design, quality assurance, and process management; and
- Facilitate quarterly skills building on industry best practices for forms management and design, quality assurance, and process management.

The Contracting Officer Representative (COR) will provide training topics to the Contractor at least 60 days in advance.

4.3 AEM Support

The contractor shall:

- Assist in implementing AEM initiatives, including, AEM environment upgrade and maintenance as well as publishing adaptive or responsive forms with multi-browser compatibility;
- Assist in developing technical solutions using AEM capabilities, including, creating and managing form wizards and mobile applications, building and maintaining smart and/or enhanced forms, and creating and managing forms workflows;
- Research and troubleshoot AEM issues related to developing, publishing, and operating in stage, test, and production environments; and
- The contractor shall be an Adobe Authorized Training Partner.

The contractor shall provide continuous support of the adaptive and PDF forms that have been created in AEM. Support shall also be provided for any backend systems/severs associated with the adaptive side of forms creation.

4.4 508 Compliance

The contractor shall:

- Ensure USCIS forms and instructions comply with Section 508 requirements and DHS standards using Job Access With Speech (JAWS) screen reader tool or comparable industry standard tool;
- Review, add, and/or update 508 accessibility scripting for USCIS forms and instructions using USCIS and DHS standards/guidelines; and
- Research, communicate, and advise on industry best practices and guidelines to meet Section 508 requirements.

The contractor shall provide continuous compliance with Section 508 requirements. The contractor will be provided with PDF form products that are not compliant with Section 508 requirements. The contractor will be required to make the necessary adjustments to be compliant with Section 508 requirements.

4.5 Program Business Case

The contractor shall:

- Provide guidance and technical expertise in forms management, industry best practices, and new

technology and procedures;

- Create a pilot or prototype of an automated work flow for the Regulatory Coordination Division's review and concurrence process using AEM or other suitable technology;
- Create a pilot or prototype of an automated workflow for an internal USCIS form using AEM, Adobe Workbench, or other suitable technology; and
- 6 months after award provide a business case proposing the expansion automated workflows.

4.6 Innovation of Forms Design

The contractor shall:

- Research, advise, and assist in implementing industry best practices for forms management and design, quality assurance, and process management; future forms development software and enhancement technologies;
- Provide solutions to integration with existing and/or new systems or databases;
- Provide guidance on technical changes to program requirements and processes; and
- Provide presentations to senior management, as needed.

5. Deliverables

The following table lists deliverables associated with this order. Additional deliverables may be required by modification to this order.

The contractor shall provide the deliverables that are indicated below to the COR and Contract Specialist (CS). Soft copies are acceptable via e-mail if approved in writing by the COR in advance of delivery. USCIS will approve or disapprove deliverables within 10 business days of receipt. Disapproved deliverables will be corrected and resubmitted to the COR within 5 business days of receipt of the notice of disapproval by the government. The contractor will be notified in writing by the COR upon final acceptance of all deliverables. If government acceptance, comments and/or change requests are not received within 10 business days, the contractor shall assume government acceptance.

Acceptance of a deliverable by USCIS does not relieve Contractor's on-going obligations to ensure the deliverable continues to meet the requirements of this task order. Contractor shall take all necessary actions to ensure the deliverable does continue to meet the requirements set forth in the task order and at no additional cost to USCIS.

| Deliverable | PWS/Section | Frequency | Submission |
|----------------------------------|-------------------------------------|--|------------|
| Management Summary and Narrative | Section 5.1.1 | By the 15 th of each month | CS/COR |
| Resource Expenditures | Section 5.1.2 | By the 15 th of each month | CS/COR |
| Status Briefings | Section 5.1.3 | By the 15 th of each month | CS/COR |
| Training | Section 4.1.1 | Quarterly by the 15 th of the month | CS/COR |
| Student Evaluation Form | PWS Section 10 & QASP Section 3.1.1 | Within five (5) days of award | CS/COR |
| Automated –Forms (AWS/Telework) | Section 4.1 | Within forty five (45) days of award | CS/COR |

| Deliverable | PWS Section | Frequency | Submission |
|---|-------------------------|---|-------------------|
| Automated Forms Visual Dashboard | Section 4.1 | Within forty five (45) days of award | CS/COR |
| Program Business Case | Section 4.5 | Six (6) months after award | CS/COR |
| Separation Notification | Section 11 | Within five (5) days of each occurrence | CS/COR |
| Redacted Copy of Executed task order (FOIA) | Part II of Solicitation | Within thirty (30) days of task order award | CS/COR |
| Compliance with FAR Clause 52.222-54, Federal Contractor Compliance with E-Verify | Section 12 | Within thirty (30) days of task order award | CS/COR |

5.1 Reporting Requirements

The contractor shall meet with FRD staff on a monthly basis or as needed to identify issues or concerns with various projects under this task order. In addition, the contractor shall supply a status report to the COR by the 15th of the month. This report shall include:

5.1.1. Management Summary and Narrative - The Management Summary shall include documentation of any major problems/issues, current expenditures by work hours, and any significant progress or events. The narrative shall include a description of work performed on tasks(s) during the reporting period and expected to be performed during the next month, including discussions of any problems/issues and recommendations for correction by the 15th working day following the end of each month. This should include a record and description of activities and description of all meetings attended.

5.1.2. Resource Expenditures - This information shall be reported for all tasks issued under this task order. Resource expenditures include funds expended during the reporting period, cumulative total, and funds remaining on task order, as a roll up from monthly resource expenditure detailed information. Other information shall include labor category, hours expended, cumulative hours expended and hours remaining on task order, and projected total hours for each individual working on this task order.

5.1.3. Status Briefings – The contractor shall attend meetings with the COR and/or other USCIS project participants and review work accomplished, work in progress, plans for future work, and issues pertinent to the performance of work tasks that require USCIS attention.

6. Performance Standards

Performance standards required of the contractor are annotated in the performance requirements section as well as in the table below. The contractor will be evaluated on the effectiveness of training sessions conducted based on responses from students attending the training. Further information is provided in the Quality Assurance Surveillance Plan (QASP).

| Timelines and Performance Standards | | |
|--|-----------------|------------------------------|
| Task | Timeline | Performance Standards |
| Form creation packages- Priority | 2 Days | 98% |
| Form creation Packages | 5 Days | 90% |
| Form Maintenance - Priority | 2 Days | 98% |
| Form Maintenance | 5 Days | 90% |
| Research & Resolve form functionality | 5 Days | 90% |
| 508 Compliance for forms and instructions | 2 Days | 98% |
| 508 Compliance for forms and instructions | 5 Days | 90% |

Additionally, estimate of hours for work related to expedited requests should be returned to USCIS within 24 hours for government review and approval. Routine work requires 72 hours turn-around time for estimate of hours for work.

7. Key Personnel

The following personnel are considered key personnel and shall possess the following skills, level of experience, and certifications:

| Labor Category | Role on the Program | Minimum Required Certification(s)/Training/Education |
|---|---|--|
| Senior Adobe AEM (Adobe Experience Manager) Forms TA (Technical Architect) | Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters: Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. | <ul style="list-style-type: none"> • Competent to work at the highest technical level. • Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. • Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. • Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modifies schedules or plans as required. • Prepares project reports for management, client, or others. Confers with project |

| Labor Category | Role on the Program | Minimum Required Certification(s)/Training/Education |
|-----------------------------------|---|---|
| | | <p>personnel to provide technical advice and to resolve problems.</p> <ul style="list-style-type: none"> • Education: Bachelor's degree in computer science, information technology, management information systems, related technical field, or relevant work experience. • Experience: 12 years to customer requirements |
| Senior AEM Forms Developer | Researches, designs, and develops AEM forms using Adobe AEM | <ul style="list-style-type: none"> • Confers with form users to gather recommendations for improvements, considering such characteristics as form necessity, completeness, design, text, and specifications. • Analyze programming requests and participate in design, development, and implementation of a solution to the business issue. • Provide senior level development expertise to oversee the design and development for new or modified forms. • Make changes according to client's specifications. • Provide senior level programming to client forms. • Education: Bachelor's degree in computer science, information technology, management information systems, related technical field, or relevant work experience. • Experience: 5 years of form developing experience |
| Adobe AEM Forms Developer | Analyze segments of small to large projects and follow | <ul style="list-style-type: none"> • Document business requirements and program |

| Labor Category | Role on the Program | Minimum Required Certification(s)/Training/Education |
|----------------|---|--|
| | through with developing, documenting, and implementing AEM Forms solutions. | specifications as needed. <ul style="list-style-type: none"> • Confer with Senior Level Forms Developers to gather recommendations for improvements, considering such characteristics as form necessity, completeness, design, text, and specifications. • Education: Bachelor's degree in computer science, information technology, management information systems, related technical field, or relevant work experience. • Experience: 1 year of form developing experience |

8. Government Furnished Equipment and Information

No government furnished equipment or documents are required under this task order.

9. Place of Performance

All work shall be performed at the contractor's facility and transmitted electronically to USCIS Headquarters in Washington, DC. Training may be conducted at the contractor's site (or designated site) in the National Capital Region at no additional cost to the government or at USCIS Headquarters in Washington, DC. All training shall be conducted during regular duty hours, M-F, 8:00 a.m. to 4:00 pm EST. Travel outside of the Metropolitan Washington, DC area is not anticipated.

10. Quality Assurance Surveillance Plan

The COR will perform surveillance of this task order in accordance with the Surveillance Plan provided in attached QASP.

11. Other Requirements

Contractor Employee Termination/Separation: Within five (5) days of separation/termination, the contractor shall notify the CO and the COR in writing.

12. Federal Contractor Compliance with E-Verify

Within thirty (30) days of task order award, the contractor shall provide attestation to the CO that the contractor and any subcontractor employees are registered in E-Verify.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

For: Forms Support and Services (FSS)

Contract Number: 70SBUR19F00000565

Contract Description: Forms Support and Services for the Forms Requirements Division

Contractor's Name: VSolvit, LLC.

1.0 PURPOSE

The purpose of this surveillance plan is to provide the U.S. Citizenship and Immigration Services (USCIS) Office of Information Technology (OIT) with procedures necessary to monitor performance of work under the Office of Intake and Document Production (OIDP), Forms Requirements Division (FRD) FSS task order. This plan provides detailed methods for identifying, recording and reporting deficiencies observed in the program.

2.0 FUNCTIONS SURVEYED

The functions surveyed are Technical, Schedule, Management and Price requirements under this task order. Overall performance will be reviewed monthly by evaluation of all deliverables by the Contracting Officer Representative (COR), Program Manager (PM) and other program personnel. This is a Firm Fixed Price type task order. The task order will have a 36 month Period of Performance, a 12 month base period plus two 12 month option years.

3.0 PROCEDURES

3.1 INSPECTION

Work performed under this task order will be inspected by two methods, 100% inspection of deliverables by, and feedback from the COR, PM and other program personnel. The following paragraphs describe the inspection process for the general categories of technical, schedule, management and price performance, measured against the task order.

3.1.1 TECHNICAL

Technical performance will be evaluated/reviewed on a regular/monthly real time basis by the COR via discussions, meetings and review of deliverables and activities.

The COR will assure meeting minutes or reports resulting from review of deliverables and activities for each month of the task order are entered in the official COR file by the 15th day of the subsequent month after acceptance of deliverable products.

Attachment B – Quality Assurance Surveillance Plan

If needed, such as when an issue arises, the COR will provide written notice to the Contracting Officer for discussion/resolution.

The technical elements monitored under this task order vary with each deliverable. Factors that will be evaluated and monitored are as follows:

- Emergence of Issues/Risks during the PoP
- Performance adherence to work statement requirements
- Requirement definition and tracking
- Timeliness of performance/Milestones and schedule
- Support & Product Quality/Completeness
- Documentation and plan/reports
- Technical quality through testing
- Configuration Management/problems tracking

Within 5 days of Notice to Proceed (NTP), the Contractor will provide the COR with a proposed student evaluation form to evaluate training provided by vendor. The training form should include criteria such as effectiveness of delivery, effectiveness of exercises, quality of course materials, as well as criteria for evaluating the instructor, such as preparedness and subject matter expertise of the instructor. The evaluation form will be revised as needed with feedback from the COR.

Work performed to add section 508 Compliance to USCIS forms will be reviewed for acceptance as follows: Following award, the Contractor will be provided with the DHS/USCIS guidance standards for 508 compliance. The requirements outlined in the guidance documents should be incorporated into the form and instructions using Adobe InDesign and AEM Designer. Once the forms package is returned to USCIS, FRD will review the form and instructions using the Job Access with Speech (JAWS) program to ensure the content on each page flows in order. The screen should read in order (left to right), every word with the header, the content area of the form and instructions, and the footer. The screen should also recognize and read the tool tips that are created for each form field. The reviews should render a 98% passing rate. Reviews that fall below 98% will be returned to the Contactor for rework.

Work performed to create and maintain USCIS forms will be reviewed for acceptance as follows:

Public Use Forms: The Contractor will be provided with a copy of the OIDP updated Style Guide (M-1125) and the Table of Changes (TOCs) specific to the form, that will list each element that should be added in AEM Designer to produce the pdf for a public use form creation request. Each required element must be present in the form to render a 98% passing rate. FRD will review the form to ensure each element, page by page, is consistent between the TOCs and pdf with the incorporation of the context, standard

Attachment B – Quality Assurance Surveillance Plan

headers, footers, part numbers, item numbers, field height, margin alignment, bolding where appropriate, color parity, conditional scripting where appropriate, and tabbing throughout the document. If 10 or more required elements are not present in the produced pdf, the product will be returned to the Contractor for rework.

Internal Use Forms: The Contractor will be provided with a list of requirements that should be added in AEM Designer to produce the pdf for an internal use form creation request. Each required element must be present in the form to render a 98% passing rate. FRD will review the form to ensure each element, page by page, is consistent between the requirements document and pdf with the incorporation of the context, standard headers, footers, expansion of fields, conditional scripting where appropriate, part numbers, item numbers, field height, margin alignment, bolding where appropriate, and tabbing throughout the document. If 10 or more required elements are not present in the produced pdf, the product will be returned to the Contractor for rework.

Work performed in support of USCIS innovation initiatives will be evaluated as to how well they support the business case deliverable specified in Section 3.E of the Performance Work Statement.

3.1.2 SCHEDULE

The Contractors' schedule performance is reviewed and evaluated by the Government COR on a task-by-task basis and included as comments to the management summary.

Various documents, studies and reports will be required on an as needed basis. Any document or data delivery required will be spot-checked, or will undergo 100% inspection, resources permitting. The deliverables will be inspected in accordance with the performance standards listed in the PWS and this QASP. The COR will be responsible for seeing that any complaints are resolved in a timely manner.

3.1.3 MANAGEMENT

Coordination between the COR and the Contractor Program Manager will ensure mutual understanding of requirements. Contractor staffing will be judiciously and responsively implemented to maximize resource utilization to satisfy task requirements. The Government COR, through periodic interface with the contractor management and team members, will staff is in compliant with OSI requirements.

3.1.4 PRICE

Attachment B – Quality Assurance Surveillance Plan

Successful completion of tasks within specified price is a result of the comprehensive working relationship established between Government and contractor task project leaders.

3.2 DOCUMENTS/REPORTING

A copy of the management summary shall be provided to the Contracting Officer by the 15th day of the subsequent month. Issues and concerns that cannot be resolved at the working level or which impact on contractual requirements shall be reported to the Contracting Officer for resolution and contractual action.

If any deliverables in any given month do not meet the Government's expectations and a rework was completed or if poor performance is recognized, the COR will discuss these issues with the CO and appropriate contractual action will be taken to remedy the situation. Additionally, poor performance will be documented in CPARS.

SECURITY REQUIREMENTS

FACILITY ACCESS CONTROL

The Contractor will observe all internal building security regulations that apply to any and all buildings concerning this contract. The Contractor will only enter the facility or building with continuous escort service during their work hours and they will depart the facility or building after work hours. When entering and departing the facility or building each contractor must sign in and out as required at the site.

EMPLOYMENT OF ILLEGAL ALIENS

Subject to existing law, regulations and other provisions of this contract, the Contractor shall not employ illegal or undocumented aliens to work on, or with this contract. The Contractor shall ensure that this provision is expressly incorporated into any and all subcontracts or subordinate agreements issued in support of this contract.

Section 508 Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT or that contain ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at <https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf>. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards.

Item that contains Information and Communications Technology (ICT): Adobe InDesign

Applicable Exception: N/A **Authorization #:** N/A

Applicable Functional Performance Criteria: All functional performance criteria apply to when using an alternative design or technology that results to achieve substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.

Applicable requirements for software features and components (including Electronic content and software authoring tools and platforms): All WCAG Level AA Success Criteria Apply except 2.4.1 Bypass Blocks, 2.4.5 Multiple Ways, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 502 Interoperability with Assistive Technology, 503 Application

Applicable requirements for hardware features and components (including Computers & laptops): All requirements apply

Applicable support services and documentation: All requirements apply

2. When developing or modifying ICT for the government, the contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying a commercially available or government-owned ICT, the contractor shall not reduce the original ICT Item's level of Section 508 conformance.
3. When developing or modifying ICT that are delivered in an electronic Microsoft Office or Adobe PDF format, the contractor shall demonstrate conformance by providing Section 508 test results based on the Accessible Electronic Documents – Community of Practice (AED COP) Harmonized Testing Guidance at <https://www.dhs.gov/compliance-test-processes>.

