

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT1. CONTRACT ID CODE
PAGE 1 OF PAGES 12. AMENDMENT/MODIFICATION NO. 002
3. EFFECTIVE DATE 11/9/2000
4. REQUISITION/PURCHASE REQ. NO.
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U.S. Office of Personnel Management
Contracting Division
1900 E Street, NW, RM 1342
Washington, DC 20415-7710
7. ADMINISTERED BY (If other than Item 6) CODE8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)
9A. AMENDMENT OF SOLICITATION OPM-00-RFP-01025RDH
9B. DATED (SEE ITEM 11) 10/18/2000
10A. MODIFICATION OF CONTRACT/ORDER NO.
10B. DATED (SEE ITEM 11)
CODE FACILITY CODE**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS** The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offers Is extended, Is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and returning 1 copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (IF REQUIRED)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.CHECK ONE
 A. THIS CHANGEORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN TTEM 10A
 B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, Appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF far 43.103(b).
 C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
 D. OTHER (Specify type of modification and authority)E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
Request for Proposals OPM-00-RFP-01025RDh for Background Investigations and Related Support Services is amended to make the changes that result from the attached questions and answers and information contained in the related Exhibits.

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

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

Request for Proposals OPM-00-RFP-01025RDH for Background Investigations and Related Support Services is amended to make the changes that result from answers to the following questions and information contained in the related Exhibits:

NOTE: Many of the questions we have received are related to a scenario in which multiple contracts are awarded for field investigating and investigations support at FIPC. This is inconsistent with the options presented in the solicitation, and the questions themselves point out the significant process, control, and oversight problems which would ensue from doing otherwise. Our position:

The government intends to award one contract for field investigating **and** one contract for investigations support, **or** one contract for both.

Q1. Are the manuals referenced in the solicitation available from some source for purchase?

A. No, but they were made available for review in the designated reading rooms. Additional access to the material may be granted upon request. Interested offerors should call 202-606-1042 to make an appointment to visit the reading room in Washington, DC or contact Ms. Norma Link at 724-794-5612, Extension 171 to make an appointment to visit the reading room in Boyers, PA.

Q2. Since the SIC codes were replaced on October 1st with the North American Industry Classification System (NAICS) and since the SIC 7389 was split out to more than one NAICS codes, what NAICS code will be used for this acquisition?

A. The North American Industry Classification Code 561611, Investigative Services.

Q3. Since many of the old SIC codes and many of the new NAICS codes have a cap of more than \$5M for a small business, will OPM increase the small business ceiling cap above \$5M to fall within some of the other higher caps?

A. Yes, the small business ceiling cap for NAICS 561611 (Investigative Services) is \$9 million.

Q4. Does OPM intend on publishing answers to the questions submitted by contractors serially or will it hold all answers until the November 14, 2000 pre-proposal conference?

A. All questions asked or received prior to November 3, 2000, will be answered in an amendment to the solicitation to be issued the week of November 6, 2000. The government will provide answers to follow-up questions, where possible, at the November 14, 2000, pre-proposal conference. A second round of written questions may be submitted prior to November 21, 2000. All remaining questions will be answered in an amendment to the solicitation to be issued the week of November 27, 2000.

Q5. Will the number of representatives that each contractor can bring to the pre-proposal conference be limited?

A. No, but due to limited space it is requested that only essential personnel attend.

Q6. Where does the government intend on having the pre-proposal conference?

A. The pre-proposal conference will be held at 1:30 p.m. on Tuesday, November 14, 2000, in room 1350 at the Office of Personnel Management, 1900 E Street, NW, Washington, DC.

Q7. What are the “applicable CLINs,” as stated in section B.4 and B.5, to which the government will provide reimbursement for travel costs and reimbursable expenses?

A. In B.4, travel costs will be paid under CLINs 0060-0062. (See section C.10). The expenses cited in B.5 pertain to those incurred under any CLIN pertaining to field investigative work.

Q8. Can the government please define the level of support expected for “miscellaneous support services such as janitorial services, computer support, etc.”?

A. Janitorial services are required at the Boyers, PA, facility. This is about a 90,000 square foot operation, currently with 13 restrooms. Support staff also assists in moving and assembling furniture, and providing warehouse support (supply inventories/distribution).

With respect to computer support, the contractor must provide whatever computer support is necessary to maintain its own equipment. In addition, OPM’s Personnel Investigations Processing System (PIPS) operates 24 hours a day, seven days a week through a mainframe computer (IBM 9672-RB5) located in Washington, DC, and operated remotely from Boyers via channel extension devices with peripheral equipment attached. Specific information about the level of computer support required is provided as Exhibit 8 for this document.

Q9. Would the government please state what “anticipated advances” (section C.1) are, the expected timeframes for these improvements, and what specific impacts the technology will have on the OPM investigations processing process?

A. The government expects to eliminate some of the data entry function over the term of the contract through implementation of electronic personnel security questionnaires.

Q10. We read section H.3a.1 to mean that the regional locations and supervisor/investigator duty station locations are provided by the government to the contractor under the terms of this RFP. Is that the case?

A. No. The government will only provide space at Boyers, PA, and at the National Personnel Records Center, St. Louis, MO.

Q11. If not, how does the government intend for the contractor to recover for the cost of that space?

A. Through its pricing.

Q12. Will the government provide a comprehensive list of all sites currently utilized under this contract which comprise the “regional and supervisory” duty locations, including address information and space requirements?

A. Other than Boyers and St. Louis, the government currently rents about 30,000 square feet of space at 22 locations. Information regarding regional and supervisory duty locations is not relevant because OPM does not intend to maintain any space other than at Boyers and St. Louis. Information showing where, geographically, OPM workload fell during fiscal year 2000 is provided as Exhibit 11. This information should not necessarily be considered as reflective of where the workload will fall in fiscal year 2001 or beyond.

Q13. Will OPM require suitability determinations for all contractor employees regardless of current Federal clearances such that every employee will be reviewed?

A. OPM will, under the concept of reciprocity, accept investigations on contractor employees and subcontractors which meet the standards for the level of clearance granted or required. However, OPM will make suitability (and security clearance) determinations on a case-by-case basis.

Q14. Will the four factors (section M.5) be weighted equally? If not, how will they be weighted?

A. The four factors are listed in descending order of importance.

Q15. Will each contractor be required to submit a transition plan as part of its technical proposal? If this is the case, how should the contractor treat the costs of transition? Will the transition plan be a weighted factor of consideration within the technical proposals? Will the government consider inserting a separate CLIN so the contractor may recover the cost on an equal basis with the incumbent?

A. Offerors must submit a transition plan with their technical proposals. The cost of the transition must be factored into the unit prices proposed for the CLINs. The transition plan will be evaluated on a pass/fail basis.

Q16. In C.5a, what is meant by an “adequate number” of investigators?

A. The offeror should have a number of investigators sufficient to perform the projected quantity of work, as identified in *Attachment 1*, Deliverables, CLINS, and Unit Prices.

Q17. Can experience in conducting EEO complaint investigations be substituted for Federal personnel security/suitability investigation experience?

A. EEO complaint investigating experience, by itself, does not meet the requirement stated in C.5.

Q18. When is the day of contract award?

A. We anticipate the contract will be ready for award no earlier than March 27, 2001. Actual award will take place on or before the expiration date of the current contract.

Q19. Is Investigator, GS-05-11 on the Wage Determination list and, if it is, what is the wage determination for this classification?

A. The position of investigator, GS-05-11, is not listed on the Wage Determination. The process described in REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Page 9 of 10 of Wage Determination) will be used.

Q20. How were firms selected to be on *Attachment 4*?

A. The firms listed as small businesses seeking subcontracting opportunities are those companies that

responded to our pre-solicitation notice in the *Commerce Business Daily* requesting they be considered for subcontracting opportunities. The mailing list is a listing of all companies that requested and were sent an electronic copy of the solicitation.

Q21. In the event that separate contracts are awarded for each of the two components (field investigating and support at FIPC), the FIPC contractor would be required to review and oversee the work product of the field investigations contractor and it appears could task the second contractor to further investigate or rework an investigation. This situation creates a serious potential conflict of interest. How would the government rectify this situation?

A. The contractor performing the FIPC support would be responsible for receipt and scheduling of the case, for passing on case-related information to the field investigating contractor, and for activities related to case closeout and retention. The FIPC contractor would be required to maintain a quality control operation for the work performed at FIPC. The contractor performing the field investigating portion would be responsible for producing an investigation meeting appropriate standards for timeliness and quality. This means that field contractor would also have to have a quality control operation for the work performed in the field. Both the FIPC and field investigation contractors would identify quality problems in the processes performed by each other, providing a system of quality checks and balances. Deficiency notifications and requests for correction would be processed through OPM's Contract Management Branch. In addition, random quality oversight of the entire operation, both FIPC and field portions, would be conducted by OPM staff.

Q22. As to each of the listed support services – computer operation, automated help desk services, receptionist and telephone answering services, facility security services, janitorial, supply, and warehouse/storage maintenance services, and support of OPM's FOIA request processing – would the government please provide:

1. the type of labor categories currently utilized for each of these support functions and their mapping to Area Wage Determination labor categories, if applicable; and

2. the expected qualifications necessary for completion of these tasks.

A. 1. Exhibit 1 provides a list of the position titles of the staff devoted to these functions when this support was provided by a Federal workforce. Offerors are responsible for determining which labor category on the Wage Determination matches with their proposed personnel. Questions related to the Wage Determination should be referred to the Department of Labor, Wage and Hour Division, Washington, DC (202-693-0644).

2. The minimum experience requirements are specified in section C.5.b of the solicitation.

Q23. As to "computer operation," please provide the names and specifications for each system and mainframe that the contractor would have to support.

A. The contractor will be required to support (at FIPC) the routine operation of an IBM 9672-RB5 Central Processing complex. Exhibit 2 lists all mainframe hardware components used by OPM and Exhibit 3 lists all system software currently in use.

Q24. As to "automated help desk services," please provide:

1. the expected number of telephone calls that FIPC receives daily to be serviced;

2. whether this service is currently performed at the FIPC or remotely;

3. the daily timeframe of coverage; and
4. the type of system currently utilized.

A. Exhibit 4 provides additional details concerning the “help desk” services required.

Q25. As to “janitorial, supply, and warehouse/storage maintenance services,” please provide:

1. the square footage of the FIPC facility; and
2. the government’s expectation of normal service and any special maintenance requirements above and beyond that which are required (i.e., special disposal requirements, cleaning during/not during operating hours, etc).

A. 1. The FIPC facility has about 90,000 square feet of space.

2. Exhibit 5 provides additional details about maintenance services required.

Q26. As to “support of OPM’s Freedom of Information/Privacy Act request processing,” please provide the number of requests received, by month, during calendar years 1999 and 2000 to date.

A. Exhibit 6 provides additional information about support of OPM’s Freedom of Information/Privacy Act request processing.

Q27. What is the nature of services performed at the St. Louis National Personnel Records Center (NPRC)? Will the contractor be required to staff this facility? What will be the contractor’s responsibilities? If the contractor is required to staff this facility, please provide similar personnel information requested above.

A. With staff using the limited work space available to OPM, the contractor will be required to review and report information from military and civilian personnel files available at NPRC, or to request such review and reporting if it is determined they are located elsewhere. Generally, this work can be performed at the technician level.

Q28. Will the government provide a list of all employees currently working for the incumbent contractor so that we may contact these employees via written correspondence to request their approval to submit their names as potential employees?

A. OPM would not be permitted to release such information without the permission of those individuals. See 5. U.S.C. § 552a (b).

Q29. How often are deliveries of bundles of cases made, and what is the average volume of cases received per day?

A. Mail deliveries are made once a day from the USPS, one delivery for accountable mail (e.g., registered, certified, receipt requested, priority, etc.) and one delivery a day from the courier service. The daily case volume may vary widely, depending on customer hiring trends. A profile of the “average” volume would change depending on the time period surveyed.

Q30. What are the current operating hours of FIPC? Would a contractor be allowed to operate varying shifts to maximize production?

A. Current operating hours of FIPC, excluding data processing personnel, are 6:00 a.m. to 5:30 p.m. Monday through Friday. All Federal holidays are recognized. Extended hours, varying shifts, and flexiplace is permitted with OPM's approval. Data processing personnel are required to support operations from 9:45 p.m. Sunday to 1:30 a.m. Saturday, and from 10:00 a.m. to 2:00 p.m. Saturday, eastern times. around the clock Monday through Friday and for at least four hours on Saturday. Additional weekend and work at other times may be required to support system needs. (See Exhibit 8)

Q31. Given the security requirements of FIPC, would the contractor be allowed to use a common courier service to transport cases and other correspondence to a nearby U.S. post office?

A. Yes, if a reputable and bonded firm, and the employees directly involved in the movement of OPM material have been cleared to do so by OPM.

Q32. In the event that the incumbent is not selected to continue operating FIPC, would the successor contractor be given use of all or partial space currently allocated to the incumbent's headquarters and operational management?

A. The successor would be provided sufficient space to house operational management and reasonable Human Resources representation. The contract does not provide for government space to house the corporate headquarters.

Q33. Will the government consider requiring a "combined" bidder (offeror) to also separately state its "Boyers only" price and "field only" price?

A. There is no requirement that an offeror propose separate prices. A comparison can be made by adding the individual proposed unit prices for "Boyers only" and "Field only" factored against a proposal for "combined" services.

Q34. Would the government allow a successor contractor to redesign the operational workflow of the FIPC provided that it does not impact investigations processing requirements?

A. The successor contractor may make modifications to the workflow as long as all processing, data entry, and data collection requirements are met. The contractor would assume responsibility for any costs incurred to redesign space provided by OPM. Any changes to workflow must be coordinated with OPM to ensure all processing requirements have been considered. All changes must be documented in writing.

Q35. Would a successor contractor be given shared use of conference and training rooms that are currently shared by OPM and the incumbent contractor?

A. Yes.

Q36. What is the number of workstations currently utilized in FIPC that the contractor will be required to maintain and service?

A. Exhibit 7 details the number of work stations currently provided by OPM to support processing of OPM work. This number does not necessarily represent the staff level required to support operations, as extended or varying work shifts and flexiplace may be permitted to meet contract requirements.

Q37. Who is responsible for the service on FIPC equipment, such as imaging equipment, copiers, etc.?

A. The contractor is responsible for routine service, and OPM is responsible for the service contracts.

Q38. Section C.2 states that the FIPC contractor will perform “supply” services. Please define the extent of service required. Will the contractor be asked to procure supplies for the FIPC operation and then seek reimbursement from the government?

A. The FIPC contractor will be required to provide supply and warehouse services, which require stocking, maintaining and issuing all supplies, equipment, and furniture required to support and facilitate the mission of OPM’s Investigations Service. The use of our automated inventory system is required for tracking on-hand, receipt, and issuance of supply items as well as for determining reorder points. The contractor will be required to prepare new or reorder requests for supplies, equipment, and furniture, with supporting justification (to include competitive price quotes where applicable). All purchase decisions and obligating documents will be made by the OPM.

Q39. Will the government ask the contractor to demonstrate a minimum level of investigators for a given geographic area? Will the government ask for a certain number of investigators given the population of a geographic area?

A. The government will not require any particular geographic allocation of investigators. However, the contractor will be required to provide sufficient investigators to complete the projected workload wherever it falls.

Q40. How will the government address the situation wherein the incumbent’s employees at FIPC are allegedly prohibited from working in the same or similar field for a two-year period of time post-termination of employment?

A. The employment relationship between the incumbent contractor and its employees is a matter solely between those parties. The current contract does not mandate, require, or prohibit any specific employment relationship between the contractor and its employees, nor is it expected that the contract to be awarded will contain any such provisions.

Q41. Are travel costs associated with investigations to be included in the CLIN price?

A. Yes, except for CLINS (0060-0062) where travel costs are paid by the government.

Q42. Will the contractor be allowed to have an on-site HR staff?

A. Yes.

Q43. Can a case be scheduled by the entire case rather than by item?

A. No. OPM’s data collection system includes profiles of coverage results by item. The successful bidder may arrange for item scheduling, by Zip Code, consistent with its field structure.

Q44. Will the bidder have access to a drawing of FIPC and what goes where?

The successful offeror will have access to a drawing of the FIPC if one exists and providing one does not compromise the security of the facility.

Q45. How do we dispose of material? Who is responsible for shredding? Can an outside contractor be used?

A. Non-paper refuse is disposed of by the FIPC contractor. The government contracts with a local waste company, which supplies waste dumpsters located outside the facility. The contractor or an OPM-approved subcontractor handles the shredding destruction and disposal of all paper and microfilm, excluding classified material destruction. High security shredding (confetti cut) is mandatory and the use of recycling measures is recommended. The contractor must witness all destruction of paper waste. The destruction of all classified material is the government's responsibility.

Q46. Are support services like the help desk and the telephone liaison the responsibility of the contractor?

A. OPM will operate a help desk to service the government-owned LAN only; the contractor is responsible for telephone liaison.

Q47. How many telephone calls does FIPC receive daily?

A. Refer to Exhibit 4.

Q48. Where does suitability fall in regards to the CLINs? Why are these cases different from other cases in their handling and their location?

A. Applicant Suitability Determination (ASD) cases are described in CLINs 0041 to 0043. Investigation components for fieldwork needed in ASD's, Reimbursable Suitability/Security (RSI) cases, Merit and Trust Fund investigations are outlined in CLINS 0049 to 0059. All suitability work required for National Agency Check and Inquiry (NACI) cases and background-type cases is included in the basic costs of these products, and there is no additional payment if a case is referred for suitability review. Suitability cases require different handling from routine investigations since they must be considered on a case-by-case basis to determine the best means to resolve issues and prepare for adjudication.

Q49. Is all maintenance done during normal working hours, or can it be done at night?

A. Most routine maintenance is done during normal business hours. There is some schedule flexibility assuming all facility security requirements are met.

Q50. Does the contractor have to send an acknowledgement for mail receipts?

A. Yes, when required by the sender or delivery service.

Q51. Are cases screened before entry?

A. Yes, and if additional information is needed the contractor notifies the requester telephonically.

Q52. Is the case number assigned before a case is rejected?

A. Case numbers are assigned after cases are identified as unacceptable.

Q53. Is key verification a quality management tool?

A. Yes.

Q54. Is a hard copy of the case papers kept along with the PIPS record?

A. Not in all instances.

Q55. Does PIPS check against any other system?

A. Not at this time.

Q56. Can the contractor change the way work is assigned to investigators?

A. Yes, as long as the process complies with PIPS requirements and needs.

Q57. Does OPM provide management for the various FIPC units?

A. Oversight yes, management no.

Q58. Why is date entry performed at two different locations at FIPC?

A. Due to growth of the workload and limitation on contiguous space.

Q59. What kind of cases are microfilmed?

A. All the field investigation types and any lesser types with issues or hardcopy results.

Q60. Will contractor staff be involved in the Freedom of Information/Privacy Act section?

A. Yes, see Exhibit 6.

Q61. Do contractor employees in the case review section make operational decisions for entry into PIPS?

A. Yes, subject to OPM guidelines.

Q62. Does the telephone liaison staff have access to PIPS?

A. Yes, a special menu has been designed for their use.

Q63. When a case reviewer determines further action is needed on a case, do they make the entry on PIPS?

A. Yes.

Q64. What is the routing system used for the telephones?

A. PBX.

Q65. Is the adjudication staff entirely federal?

A. No, but Federal employees provide oversight of the operation.

Q66. Who adjudicates the required investigations on contractor staff?

A. OPM.

Q67. Are there other tenants besides FIPC at Boyers?

A. Yes.

Q68. Are there adjudicators in the DEC area?

A. No.

Q69. Are PIPS menu options "fill in the blanks?"

A. Essentially.

Q70. How many employees comprise the federal staff at FIPC?

A. About 50.

Q71. Who maintains the off-site mainframe?

A. OPM.

Q72. Does the existing contract include an annual employee headcount?

A. No.

Q73. Is the government paying a premium for work in secure areas within FIPC?

A. No.

Q74. Who monitors access to FIPC?

A. OPM.

Q75. Does the government randomly check contractor employees?

A. Contractor employees and subcontractors are subject to reinvestigation in accordance with applicable requirements.

Q76. Is the current contract available for review?

A. Yes. A redacted copy of the current contract together with all modifications to date will be placed on the OPM procurement internet site (<http://www.opm.gov/procure>).

Q77. Who owns the machines and who is responsible for maintenance?

A. OPM shares maintenance of the government equipment provided, as identified in the solicitation. The contractor will be responsible for maintaining its own equipment.

Q78. What locations (other than FIPC) does the contractor staff?

A. The contractor must have staff at the National Personnel Records Center at St. Louis, Missouri.

Q79. Is the contractor responsible for courier service?

A. OPM maintains the courier service between FIPC and Washington, DC.

Q80. How are new considerations (change in workload) handled within a contract?

A. If the government adds new types of cases or investigations to the contract, a supplemental agreement to the contract is negotiated. Significant changes in workload, whether up or down, may be the basis for discussion between the parties.

Q81. What are the pre-employment requirements for contractors?

A. Possessing the required experience and successfully fulfilling the suitability/security requirements.

Q82. How are operating costs handled between Fed/Contractor?

A. The solicitation identifies the costs which will be borne by the government.

Q83. Is there a report of the current contractor's performance to view?

A. Contractor performance reports are completed annually and are not available for distribution outside the government.

Q84. What is the present and historical dollar volume of the current contract?

A. FY 2000 \$109,148,366
FY 1999 72,675,589
FY 1998 75,460,639
FY 1997 60,954,635

Q85. What are the number of cases to be processed yearly?

A. Workload estimates are contained in *Attachment 1* to the solicitation.

Q86. Is the camera for the limited access area monitored elsewhere or just on site?

A. Suffice it to say that it is monitored.

Q87. With reference to C.5.a and L.8.I, are “day of contract award” and “day one of the contract” two different days? If so, does OPM expect resource information associated with each date?

A. Day of contract award and day one of the contract are intended to be the same date. (See Question 18.)

Q88. Are all payments to contractors based per case, or are there any other payments that take place?

A. Payments are also made for other services. See *Attachment 1* to the solicitation.

Q89. Are all of the incumbent’s corporate offices located at Boyers, PA?

A. The government does not require its contractor to furnish that type of information.

Q90. Is FIPC a government-owned, contractor-operated facility?

A. No.

Q91. Will OPM provide specific job task instructions?

A. Guidelines for completing specific job tasks are included in the OPM/IS operating manuals.

Q92. What are the drive-in (to FIPC) access requirements?

A. Drive-in and parking privileges are controlled by OPM and are generally limited to vehicles needed for emergency evacuation.

Q93. Are the contractor’s executive suites furnished by the government?

A. No.

Q94. Is the PIPS system owned by the government? Can we have information about it?

A. Yes, it is government owned. Information will be provided as necessary and appropriate.

Q95. Is there historical data on OPM processes prior to privatization?

A. Other than for technology improvements, privatization created no change in process.

Q96. Do the computer operators respond to PC problems on the floor?

A. OPM employees will respond to PC problems related to government-owned equipment.

Q97. Are the federal employees and contractors integrated?

A. Federal employees and contractors work in the same facility at FIPC.

Q98. Are the employees unionized?

A. The Federal employees at FIPC are represented by the American Federation of Government Employees. The contractor has no union representation.

Q99. What prompted the current expansion at FIPC?

A. An increase in workload.

Q100. Did OPM handle the HR duties prior to privatization?

A. Yes, standard HR support was provided by OPM.

Q101. Is the contractor responsible for security for the mine housing FIPC?

A. No.

Q102. What is meant by initial and refresher training for investigators and other staff?

A. Initial training covers those things investigators and support staff will need to know to do the work. Refresher training reinforces the requirements, and covers changes in investigative standards, scope, or process.

Q103. Will OPM reimburse the contractor for training contractor personnel on PIPS?

A. OPM will not reimburse the contractor for any training required, including PIPS training.

Q104. How frequently will OPM want to review, inspect, or audit the use of the exclusive computer equipment used in the field that is dedicated to OPM's use?

A. Periodically throughout the term of the contract.

Q105. Is it the government's intent to claim ownership to all materials specifically furnished, maintained, or developed exclusively for OPM under this contract?

A. Materials furnished to and/or maintained or developed by the contractor in connection with performing work under this contract, such as operational instructions, reference material, investigative lead lists, etc., will be the property of OPM.

Q106. Is the contractor responsible for conducting and paying for initial and update background investigations separate and apart from OPM's adjudication fee?

A. Yes, the contractor assumes all costs for conducting initial and update background investigations, separate and apart from OPM's adjudication fee.

Q107. Are Trust Fund, Merit Fraud, and other Reimbursable Suitability Investigations (RSI) covered under CLINs 0060-0062?

A. The cost/price for Trust Fund, Merit Fraud, and other RSI products are constructed by the investigative components referenced in CLINs 0049 through 0059. Work orders for these products may also be made through hourly rate CLINs 0060 through 0062.

Q108. Do the CLINs cover ENTNAC-35, Agency SAC's, Electronic SAC's, Childcare SAC's-35, Childcare NACI's-75, ANACI-E 120, BGI 37-60, and BDI 37-60 products?

A. Some of the products under the current contract have been combined with others to streamline the number of CLINs. ENTNAC-35's are included with CLIN 0039 (SAC NAC). Support for Agency SAC's, Electronic SAC's, and Childcare SAC's would be included with CLIN 0040 (Processing of Special Agency Check). Childcare SAC's may also include additional fees per CLIN 0034. Childcare NACI's are included with CLIN 0005, and may also include add-on fees per CLIN 0034. ANACI-E 120's are included with CLINs 0007 or 0008, depending upon the service requested. OPM will no longer be offering BGI 37-60 or BDI 37-60 service.

Q109. Based on expended labor, what is the schedule for reimbursing the contractor if cases are discontinued or canceled?

A. The table for percent of reimbursement on discontinued/canceled investigations is Exhibit 9.

Q110. Can the government consolidate the data required in K.12 into a single list as follows?

SUBCONTRACTOR'S FIRM NAME
CLASSIFICATION TYPE (SMALL, 8A, WOMAN-OWNED, HUBZONE, etc.)
SUBCONTRACTOR'S ADDRESS
SUBCONTRACTOR'S CONTACT
SUBCONTRACTOR'S CONTACT TELEPHONE NUMBER
SUBCONTRACTOR'S ROLE IN THIS CONTRACT (SUBCONTRACT DESCRIPTION)
SUBCONTRACTOR'S QUALIFICATIONS
SUBCONTRACTOR'S TRAINING
SUBCONTRACTOR'S REFERENCES
SUBCONTRACT AMOUNT (IF SUBCONTRACT WILL EXCEED 1\$ MILLION)

A. Offerors must provide this information for each of their subcontracts.

Q111. Under B.5, Reimbursable Expenses, how is the determination of “reasonable fees” made?

A. OPM determines whether a particular fee is reasonable based on the type of record (law check, birth/vital statistics record, etc.), the type of case, and whether it might be less costly to use another source for the same information.

Q112. In the same section, who determines the “pre-approved fees?”

A. See H.8 of the solicitation.

Q113. What is the offeror’s responsibility for providing “facility security services?” in terms of guard forces and intrusion detection systems?

A. The offeror has no such responsibility.

Q114. What are the “warehousing/storage maintenance services” required?

A. See Exhibit 5.

Q115. What are the offeror’s responsibilities for providing “mainframe support and computer operations?”

A. See Exhibit 8.

Q116. What are the offeror’s requirements for “mainframe support and computer operations” and “janitorial services” in non-case related areas?

A. See Exhibits 5 and 8.

Q117. What are the government furnished (GF) assets, equipment, facilities, and office space available for the contractor program management? Are these assets at “no cost” to the contractor?

A. The government will furnish sufficient equipment, furniture, facilities, and office space to provide for operational management at no cost to the contractor. This includes, but is not limited to, private offices and other work areas, including standard office furnishings and supplies for operational management, PC’s connected to OPM’s LAN (including standard office software), and access to the mainframe system as needed.

Q118. What are the GF assets, equipment, facilities, and office space available for the contractor program operations and support? Are these assets at “no cost” to the contractor?

A. Exhibit 7 provides a list of the equipment, facilities, and office space available for operations and support. For the FIPC operation, OPM provides all equipment, supplies, and materials needed to complete work under this contract at no cost to the contractor.

Q119. Where are the work statement maintenance instructions for all of the GF items?

A. Specific maintenance instructions are included in both the OPM operations manuals and in vendor-provided manuals.

Q120. What is the process for individuals to transfer security clearances from FBI, DoD (DSS), etc.?

A. If an individual has a valid security clearance from another agency, OPM will verify and accept the clearance. Also, see the answer to question 13.

Q121. What is the specific workload for the Data Entry Branch, in terms of documents per day or week?

A. All requests for investigation received in hardcopy require some level of data entry. Specific data entry requirements, including timeliness requirements for entry and key verification of information on PIPS, are included in the OPM operations manuals.

Q122. What is the specific workload for the mail room, in terms of pieces of mail incoming, outgoing, internal distribution, etc.?

A. Day-to-day mail workloads may vary significantly depending upon case workload receipts and processing. On average, about 8,500 pieces of mail go out each day and about 7,800 come in. Each day, at least three mail runs are made, distributing work throughout the Center.

Q123. What is the OPM/IS courier system? Is the contractor charged a fee for using this service?

A. This is an overnight service between FIPC and Washington, DC. OPM bears the cost of this service.

Q124. How can the base term of the contract be 24 months, while the initial contract period is 15 months?

A. The base term of the contract is 24 months, with the first 15 month contract period to be one payment period. This allows OPM to pass on any cost adjustments to its Federal customers consistent with fiscal year budget periods. The second contract (i.e., payment) period would be over the final 9 months of the base term and the first 3 months of the first option year if awarded. The overlap of contract/payment periods would continue through any option years awarded.

Q125. Will contractors be provided some level of PIPS maintenance training in order to familiarize themselves with PIPS?

A. The contractor's training program (C.12) will include PIPS training. OPM will train the contractor's trainers at FIPC on all PIPS processes, and provide ongoing assistance and oversight sufficient to ensure the training is accurate and complete.

Q126. What are the six regional sites for oversight of field investigating work?

A. Whatever the contractor desires. This reference only means that PIPS is currently configured to accommodate up to six regional/district sites; how many and where would be the contractor's prerogative.

Q127. In H.16, what does the word "initiated" mean?

A. It means scheduled on PIPS.

Q128. Can a successful offeror be awarded both firm fixed price and time and material orders?

A. The government, at its option, may issue either firm, fixed-price or time and materials orders.

Q129. Does M.8 mean that OPM can award a contract to the most expensive bidder with the lowest technically rated proposal?

A. The government has the flexibility to award to other than the lowest price offeror if there are technical advantages that support paying a higher price. We would not automatically accept the best technical offer without regard to price. There may be tradeoffs between technical considerations and price in making an award decision.

Q130. In the FAR reference 15.305(c)1, (c)1 is not contained in the FAR under this clause. What is (c)1?

A. The reference is in error, and should have been 15.305(c).

Q131. What is the government's evaluation approach for evaluating past performance?

A. We contact references provided in the proposal and ask questions designed to give an understanding of how the offeror performed or is performing on similar projects. We also try to locate and question clients other than those provided to gain additional information. In evaluating an offeror with no past performance history, they will be given a neutral score – neither rewarded nor penalized for this lack of performance history. The qualifications of an offeror's personnel would be evaluated separately.

Q132. If the successful offeror is not the incumbent, how will that offeror be given access to the national record depositories including OPM, DoD, FBI, and to the SII and DCII?

A. The contractor will get automatic access through OPM systems in place for such purposes.

Q133. How are offerors supposed to use the Wage Determination (*Attachment 5*)?

A. The rates in the Wage Determination constitute the minimum wage and fringe benefits that must be paid to the personnel proposed by the offeror that match up with the labor categories specified.

Q134. Is the selected vendor expected to have 20% of its field investigators cleared to the Top Secret level on day 1 of the contract?

A. Yes.

Q135. How/when will OPM invoice the selected vendor for the cost of pursuing security clearances for its employees?

A. OPM will deduct such costs from future payments to the contractor.

Q136. Does OPM anticipate that the contractor will receive a constant number of cases per day? Will this case load be allocated based on geographic location and/or branch of service?

A. *Attachment 1* to the solicitation provides workload estimates for the contract period. While there will be daily receipts of work, we cannot guarantee that daily receipts will remain level over the course of the contract. The second question implies that multiple field investigating awards will be made; this is not the case.

Q137. Is it really an essential bona fide requirement for successful performance of the job as an investigator to “have at least one year of Federal personnel security/suitability investigation experience within the past three years?”

A. Yes. Otherwise, the investigator would require extensive training in Federal and program policies, procedures, and prohibitions, which might impede a smooth transition from one contract to the next. We reviewed experience requirements contained in statements of work for similar contracts for investigative services and considered them overly restrictive in that they wanted three years of experience in personnel security investigations within the past five years. We have generally found that investigators not well grounded in personnel security investigations, such as criminal investigators who do some personnel security work, do not produce a quality product.

Q138. Was consideration given to the possibility this might inhibit competition and, if so, what is the position of the agency in this regard?

A. We believe there are several firms that can meet the requirement.

Q139. What are the names and titles of all the individuals in and outside of OPM who provided input in the preparation of this RFP?

A. The primary individuals who provided input are:

Alfred F. Chatterton III, Chief, Contracting Division, Office of Contracting and Administrative Services; Richard A. Ferris, Associate Director, Investigations Service; James Green, Associate General Counsel, Office of the General Counsel; J. Gilbert Seaux, Independent Contractor; Kathy Dillaman, Director, Federal Investigations Systems.

Q140. What provisions have been made to ensure that minority companies of all ethnic backgrounds will have an opportunity to participate on this project?

A. The solicitation requires large businesses to submit a subcontracting plan which provides contracting opportunities for small, small disadvantaged, and woman-owned businesses. The subcontracting plan will be evaluated as part of the technical evaluation.

Exhibits

- 1. Federal Positions Devoted to Support Operations
- 2. Mainframe Hardware Overview
- 3. Mainframe Software Overview
- 4. Automated Help Desk, Receptionist, and Telephone Answering Services
- 5. Facility Security, Janitorial, Supply, Warehouse and Storage Services
- 6. Freedom of Information/Privacy Act Workload
- 7. List of Workstations
- 8. Computer Operations Overview

- 9. Discontinued Investigations Payment Rates
- 10. Questions Answered During FIPC Tours
- 11. Breakdown of Investigative Units Scheduled in FY 2000

Exhibit: 1

**U.S. Office of Personnel Management
Investigations Service**

Federal Positions Devoted to Support Operations:

Computer Operation

Computer Operators (GS 4/5/6)
Lead Computer Operators (GS 5/6/7)
Computer Specialists (GS 9/11);

Automated Help Desk/Receptionist/Telephone Answering

Investigative Inquiry Assistants (GS 4/5/6)
Operations Clerks/Typing (GS 3/4)

Facility Services

Custodians (WG 2)
Warehousemen (GS 4)

FOI/PA Services

Freedom of Information Specialists (GS 7/9)
Freedom of Information Technicians (GS 4/5/6)
Support Clerks (GS 2/3/4).

Exhibit: 2

**U.S. Office of Personnel Management
Investigations Service
Mainframe Hardware Overview**

Mainframe Computer Hardware Configuration

Hardware in Washington, D.C.

IBM 9672-RB5 Central Processor Complex
9674 Coupling Facility
9674 Coupling Facility
9037 Sysplex Timer
9037 Sysplex Timer
8265 Switch
2074 Netfinity System
Hardware Management Console (OS2 Workstations)
RVA DASD Subsystem (A/S)
7700 DASD Array Subsystem
3494 Automated Tape Library
3494/B18 Virtual Tape Server
9032 ESCON Director
3735-410 Communications Controller
3490 Tape Subsystem

Hardware in Boyers

IBM 3745-210 (1)
IBM 3174-21L (3 racks with 5 Controllers each)
IBM 3274-41L (2)
IBM 3174-11L (6)
IBM 3480-B22 (4)
IBM 3202-005 (2)
IBM 3299-001
Xerox 4090 Laser Printer (1)
CNT Channel Extension Device
Andrews Data Lynx Protocol Converter
Renix Protocol Converter
Racal-Milgo Data Encryption Devices
Codex 2880 Modems
Infotron Multiplexers
Liebert DataWave Plus UPS System (2)
Liebert Air Conditioner (2)
IBM 3180 Terminals
IBM 3192 Terminals
IBM 3483 Terminals
IBM 3287 Printers
IBM 4224 Printers
IBM 3262 Printers

Exhibit: 3

**U.S. Office of Personnel Management
Investigations Service
Mainframe Software Overview**

System Software List

Operating System Software

- OS/390 V2R6 Base
- OS/390 V2R9 Base
- DFSORT
- DFSMS
- SDSF
- GDDM
- Security Server (RACF)
- RMF
- ISMF
- VTAM

Program Products

- System Automation for OS/390
- SnapShot
- Extended Facility Product (IXFP)
- TME 10 NetView for OS/390
- CICS Transaction Server
- CICS VSAM Recovery
- ICF Recover Utility
- MVS/Quick Reference
- Decision Analyzer
- CODE 1
- FDR
- VPS
- CICS/DPM
- CICS/Message
- CICS/NEWS
- CICS/OLFU
- VSAM/EASY for MVS
- CONTROL-D
- Standalone Environment (SAE)
- CCC
- ADABAS
- NATURAL Security
- PREDICT
- NATURAL Entire Connection
- Review Natural monitor
- ADABAS Online System
- Construct
- Entire Broker
- Entire Connection

Exhibit: 3

Page 2

Review Database Compiler
Entire Network
FALCON
PDSFAST
Connect:Direct
VSA System Auditor
Natural CICS Interface
Natural TSO Interface
EntireX Broker
EntireX Broker Security
EntireX Broker Services
EntireX APPC Server

Application Development Tools

Ditto/MVS
COBOL for OS/390
SDF II
VS Fortran
XPEDITOR/XCHANGE
QAHiperstation
QA PLAYBACK
FileAid Data Ager
FielAid MVS
AbendAid
CICS AbendAid
XPEDITOR/TSO
XPEDITOR/CICS
SAS
NATURAL
ADABAS SQL
Vision:Results

Network Products

ACF/SSP
NetView Performance Monitor
ACF/NCP

Performance Monitoring Products

OMEGAMON II MVS
OMEGAVIEW II for Enterprise
OMEGAMON II for VTAM
OMEGAMON II for CICS
SuperOptimizer/CICS

Exhibit: 4

**U.S. Office of Personnel Management
Investigations Service
Agency Help Desk (Telephone Liaison) and Receptionist Services**

The telephone answering services at FIPC are broken down into two categories: Agency Help Desk (telephone liaison assistance) and Receptionist-type responsibilities. Prior to privatization, Telephone Liaison Assistants (or Investigative Inquiry Assistants) staffed the telephone liaison at the GS 4/5/6 grade level. The receptionist responsibilities were provided by Operations Clerks/Typing, GS 3/4. The phone system is a PBX and between the two services, there is an average of 2,000 incoming calls per business day. A brief description of the responsibilities of these functions is provided below.

Agency Help Desk

FIPC has a direct phone line for federal agency customers and subjects to call regarding general and specific information on background investigations. This number is 724-794-5228. The number rings to a phone bank that cycles to the next available assistant. The assistants can provide status information about pending or recently closed investigations, and they can provide detailed case information to authorized callers.

To conduct a status call, the Liaison Assistant will ask the caller for his/her Submitting Office Number, agency name and location, and access the corresponding office file on PIPS to verify that the caller should receive status information. The Liaison will then ask the caller for the subject's name, Social Security Number, date/place of birth, and/or OPM case serial number. This information will be used to access the investigation file on PIPS and discuss the current status with the caller. The Liaison Assistant must respond to questions about the case papers, fingerprints, reprints, and expected completion date of the investigation. If the case has been completed, the date the investigation was closed and the location of the office to which the results were sent must also be discussed. The process on PIPS to access the investigation requires some data entry in order to make an official disclosure.

To conduct a search of the Security/Suitability Investigations Index (SII), the Liaison Assistant will ask the caller for his/her Security Office Identifier, agency name and location. The caller will also be asked his/her Social Security Number. This information will be used to access the office file on PIPS to verify that the caller is an authorized contact to receive detailed information. The Liaison will then ask the caller for the subject's name, Social Security Number, date/place of birth, and/or OPM case serial number. This information will be used to conduct a search of the SII, access the investigative history information, and specific details of pending/previously completed investigations.

During an SII search, the Liaison Assistant must be able to discuss whether or not there is a record of the subject, if any investigation contains issues, the types of issues in the cases, current case status, investigative items that are not complete, expected completion date, and results of

Exhibit: 4
Page 2

National Agency Checks. The assistant must also be able to refer the caller to the appropriate branch/individual for additional information if necessary.

The Liaison Assistant must also process requests to cancel a case, change the case type or timeliness service, to obtain other data, or for general information. A detailed understanding of complete case processing and FIPC operations are essential for this position.

In most instances, subjects who call on the status of their own investigations are referred back to the agencies for which they are applying. The exception to this is on suitability-type investigations. There are written guidelines in place as to what Telephone Liaisons can discuss with subjects, and in many instances, subjects of suitability cases are referred to either contractor adjudicative staff or OPM's Suitability Adjudications Branch.

The advertised hours of operation for Telephone Liaison service are from 7:00 am – 5:00 pm.

Receptionist Responsibilities

The master phone system for FIPC operations is located at a receptionist area where all visitors are greeted. All calls are answered initially by an answering system that advises the caller to dial the direct extension of the specific individual they want to speak to (if they know the extension number). Otherwise, the caller can dial "0" or stay on the line for operator assistance. Once the call is answered, the operator must determine who can best assist the caller and refer the call. Because of the volume of calls, the operators are not in a position to provide detailed assistance; they must have a general understanding of case processing and FIPC operations in order to quickly and easily refer calls. There is also little time to take detailed messages.

In addition, the receptionists are responsible for opening the center each morning (5:30 am), opening our secure entrance for visitors/employees, using the public address system for paging and making announcements, securing keys for vehicles parked inside in the event vehicles are needed for an emergency evacuation, and advising visitors of administrative guidelines to follow during their visit, etc.

The receptionists also work closely with the OPM facility security service individuals in pre-approving visitors to the Center. Visitor logs must be kept establishing visitor's full name, date of birth, place of birth, and Social Security Number. All foreign-born US citizens must provide a copy of INS naturalization papers or Department of State passport for entrance to the Center. Any visit by a non-US citizen must be approved by the Associate Director of OPM-IS before access will be permitted. Receptionists prepare correspondence in connection with this responsibility.

Exhibit: 4

Page 3

(Note: the receptionists are currently assigned to the contractor's Files and Control Branch and provide assistance to that branch as time permits.)

The hours of coverage for this function are 5:30 am to 5:30 pm.

Exhibit: 5

**U.S. Office of Personnel Management
Investigations Service
Facility Security, Janitorial, Supply, Warehouse and Storage Services**

Warehouse, Supply and Storage Services

The current warehouse is located within the Iron Mountain / NUS facility, near the FIPC facility. It is an enclosed storage space of approximately 12,353 cubic feet with an additional 1,066 square feet office storage area. Access to the enclosed storage and office area is limited. Warehouse contents include supplies, equipment, and furniture. Warehouse services include stocking, maintaining and issuing all supplies, equipment and furniture required to support and facilitates the mission of OPM-IS

The use of OPM-IS's automated inventory system is required for tracking on hand, receipt, and issuance of supply items as well as for determining reorder points. The use of OPM's ADPICS system is required for preparation of all new or reorder requests for supplies, equipment and furniture. Also required is the ability to operate a forklift to load, unload delivery vehicles and warehouse management knowledge, skills and ability for effective and efficient utilization of warehouse space. Hours of operation are consistent with the Center's hours of operation.

Janitorial Services

Custodial services require the maintaining of 90,000 sq. ft (plus or minus) of enclosed and open office space, and corridors. There are 13 restroom facilities as well as 34 offices, 2 training rooms, 2 cafeterias, 1 conference room requiring daily, weekly, quarterly and semiannual maintenance. There are certain special considerations and needs as a result of our working conditions, being in a converted limestone mine, where we have limestone rib walls requiring periodic dusting and vacuuming, as well as open ceilings which require periodic dusting and sweeping atop of light fixtures, duct work and etc. Hours of operation are up to the contractor except in limited access areas.

Special Services

Special custodial requirements are periodically necessary for facilitating the movement of personnel and their workstations. No electrical or plumbing skills are required.

Disposal of paper waste is the responsibility of the contractor. High Security shredding (confetti cut) is mandatory and the use of recycling measures are recommended.

Facility Security Services

Facility security services include but are not limited to working with OPM's security personnel as well as with DOE's security personnel (DOE being the contractor's cognizant security agency), Iron Mountain (OPM's landlord) security personnel and GSA FPS security personnel to develop, maintain and ensure a safe and secure working environment. This facility receives and distributes material ranging from non-classified sensitive to classified at the top-secret level. Appropriate safeguarding of such material is mandatory. All employees must have had and passed a background investigation. Some personnel, due to the nature of their work, will be required to pass a background investigation, which would result in the granting of a clearance up to the top-secret level. No admittance to the center or limited access areas are permitted without having passed the appropriate background investigation and without having the need for such access to that area. Visitor logs must be kept establishing visitor's full name, date of birth, place of birth and social security number. All foreign-born US citizens must provide a copy of INS naturalization papers or Dept of State passport for entrance to the Center. The Associate Director of OPM-IS must approve any visit by a non-US citizen before access will be permitted.

Exhibit: 6

FOI/P Workloads Received from 1/1/99 through 10/31/00								
Month	File Release	SII Considered	Arrest Records	Privacy	(Privacy) Amendments*	FOI	Routine Use Release	Correspondence
Jan-99	1012	54	1172	217	2	9	3	9
Feb-99	679	56	998	214	0	11	4	9
Mar-99	1334	67	1006	303	1	7	12	11
Apr.-99	1170	64	1601	254	2	2	17	9
May-99	1376	67	1786	293	3	11	14	8
Jun-99	1286	57	513	243	3	4	7	12
Jul-99	1403	58	823	276	3	2	7	4
Aug-99	1233	60	657	213	1	2	12	5
Sep-99	1380	37	995	244	4	5	7	10
Oct-99	1141	62	1532	220	0	9	15	3
Nov-99	937	41	614	204	2	0	7	9
Dec-99	872	56	472	195	2	6	7	8
1999 Total	13823	679	12169	2876	23	68	112	97
Jan-00	1132	55	2137	246	7	8	11	10
Feb-00	1294	51	3000	268	2	2	9	10
Mar-00	1247	122	861	242	5	4	6	11
Apr-00	1661	102	1961	299	3	7	20	19
May-00	1357	48	476	293	5	6	8	6
Jun-00	1225	86	1606	263	5	4	13	5
Jul-00	1048	84	2564	325	5	8	17	11
Aug-00	1111	59	820	265	2	2	6	7
Sep-00	1263	103	1186	399	4	7	22	20
Oct-00	1304	87	538	278	1	1	7	8
2000 Total	12642	797	15149	2878	39	49	119	107
*Contractor is responsible for logging in the amendment requests and obtaining any pertinent files before referral to OPM.								

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Exhibit: 7

**Total Workstations/Office Space/ Equipment Provided for Contractor Use
(as of November 7, 2000)**

Area	Work-stations	PC's or Terminals	Printers	Faxes	Copiers	Other Workstations
FIPC 22/23 Reviewer & adjudicators	132 stations 3 film reader- printers	129	*	1	1	10 offices
FIPC 24 Data entry & file clerks	85 stations	62	*	1	2	4 offices
FIPC 25 Data entry	70 stations	61	*	4	1	6 other 3 offices 1 security
FIPC 26 FOI/P & photocopy	7 stations 22 Reader- printers 2 microfilmers 1 film processor	4	*	1	4	2 offices
DEC D Data entry	49 stations	49	*			4 other
DEC C Data entry	74 stations	73	*	1	1	1 other
DEC B Data entry	44 stations	44	*	1	1	4 other
DEC A Data entry	41 stations	41	*			1 other
FIPC 28/29 Mailroom and support	24 stations 1 mail sorter 1 mail inserter 2 inquiry scanners 2 letter openers	12	*	1	1	
Rm 29 Front	23 stations	12	*		1	4 offices

***Printers for LAN and Mainframe use as needed**

Exhibit: 8

**U.S. Office of Personnel Management
Investigations Service
Computer Operations Overview**

The following provides an overview of the Computer Operations support services required.

1. Batch processing

- A) Submission of Jobs (Daily/Nightly schedule submission and order)
 - 1. Currently approximately 138 batch jobs submitted daily
- B) Monitoring Completion Codes
 - 1. Check Output queue on TSO to make sure codes were correct
- C) JCL Changes
 - 1. Make all necessary changes to JCL, could include things such as: Dates, Tape Numbers, Special Information Supplied by Programmers, etc.
- D) Transmission of reports and results
 - 1. Connect to remote site (Federal Agency's or Private Industry Sites)
 - 2. Transmit Files
 - 3. Receive Files
 - 4. Check record counts
- E) Make sure appropriate software is up for users each morning

2. Distribution of computer generated printouts

- A) Bursting Reports
- B) Routing/Distribution of Reports

3. Monitors peripheral equipment, controllers and central processor either manually or via mainframe software products

4. Management of cartridge tape library

Logging of tapes exchanged with outside Agency's

5. Maintenance, operating, and configuring of the following hardware

- A) IBM 3480 cartridge drive – operate and contact maintenance contractor when service is needed
- B) IBM 3202, 3287, 4224, Xerox 4090 printers – operate, maintain (replacing ribbons, Print Trains, toners, etc. as needed) or contacting

maintenance contractor when service is needed, configuring with proper settings as needed, and replacing broken printers on floor as necessary

- A) Terminals 3180, 3192, 3483, New terminals – operate, maintain (replacing components as necessary, testing equipment to determine failing components) or contacting maintenance contractor when service is needed, configuring available settings as required by users
- B) 3x74 Local Communications Controllers – operate (by reviewing error codes, ensuring MicroCode Diskettes are loaded, and troubleshooting problems), maintain (by ensuring reader are operable when needed) or contacting maintenance contractor when service is needed, configuring knowledge necessary in case the need arrives to have controller configuration changed outside of normal business hours

6. Notification of Problems

- A) Notification to programmers when Batch Job Aborts in accordance with established procedures and guidelines
- B) Notification to Systems Software support personnel must be made when problems occur or are identified in accordance with established procedures and guidelines
- C) Notification to OPM must occur whenever a problem concerning PIPS arises, problem logs must be maintained and all established procedures and guidelines must be adhered to

7. Troubleshoot communications networking problems for online users

- A) First step problem resolution and notification must occur according to established procedures and guidelines

8. Working knowledge of telecommunications system and related software

- A) First step problem resolution
- B) Notification of proper personnel and/or vendors
- C) Knowledge of TSO, SDSF, JES, JES2, VTAM, VPS, JCL

Exhibit: 8
Page 3

- D) Initial Microcode Load (IML) Process for local controllers
- E) Monitoring of CNT (Channel Extension) Software
- F) Monitoring of Netview

9. Working knowledge of other systems within Computer Room Complex

- A) Operate UPS System (Liebert)
- B) Operate Halon/Alarm System
- C) Basic Knowledge of Air Conditioner (Liebert)

10. File Transfers with outside entities

- A) Receive Files from various Agency's and Private Organizations
- B) Transmit Files to various Agency's and Private Organizations
- C) Perform audit of files sent and/or received between various Agency's and Private Organizations
- D) Tape Transfers between other Federal Agency's

11. CryptCard Setup/Inventory & Maintenance

- A) Programming new CryptCard's for users
- B) Resetting CryptCards Remotely
- C) Creating accounts for users
- D) Deleting accounts for users
- E) Maintaining current database for users
- F) Printouts for OPM
- G) Installing Cryptcard for user
- H) Maintaining CryptCard Inventory

12. Use of ImageMaster

- A) Create New Images on Hard Drives for Laptops
- B) OPM Maintains Masters

13. Operations Help Desk

- A) Work with Grid users on Problems
- B) Send Replacement Grids to users
- C) Load Software on Grids
- D) Maintain Grid Inventory
- E) Maintain Terminal Inventory
- F) Maintain Printer Inventory
- G) Assist Field Users with PIPS Connectivity Problems
- H) Assist PIPS Users experiencing problems and get the proper personnel involved to successfully assist these users
- I) Record and report any possible security issues to the OPM/IS Automated System Security Officer

14. System Monitoring

- A) Monitoring PIPS System continually during normal business hours for problems which could affect the continued operations of the mainframe
- B) Monitoring of Users access the system to ensure proper security procedures and policies are being adhered to
 - 1) Reporting any violations to the OPM/IS Automated System Security Officer immediately
- C) Weekend System Audit of the PIPS Mainframe
 - 1) Monitoring the PIPS System remotely on weekends to ensure the system is functioning properly and any scheduled task are executed at appropriate times and in the correct sequence
 - 2) If a problem arises during this Weekend System Audit the Operator performing the would need to take the necessary action to correct the problem which could include going on-site to take

Exhibit: 8
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corrective action when necessary

- D) Assisting OPM on an as-needed basis by operating the PIPS System during scheduled standalone time or special events related to the maintenance and upgrading of the PIPS mainframe environment
 - 1) This could include provide such support due to maintenance and or upgrading of other components within the Sysplex environment at OPM
 - 2) Providing on-site support during Disaster Recovery testing conducted at least on an annual basis
- E) Monitoring Batch Processing to ensure all batch jobs are executed properly and come to a normal completion
 - 1) This includes executing the batch jobs at the proper times in the correct sequences with the correct JCL changes having been made
 - 2) Also taking the proper corrective actions when problems do occur according to procedures and documentation

Exhibit: 9

Discontinued Investigations Payment Rates

For background investigations involving fieldwork, OPM’s customers are required to notify OPM as soon as it is identified that an investigation in process is no longer needed. The price of the investigation is discounted pending on the period of time elapsed since the investigation was received for processing by OPM. The payment rates for Discontinued investigations are adjusted accordingly.

The following table provides the percentage of the full cost paid to the contractor in the event an investigation is discontinued during processing.

(Cancelled within period begins from Receipt Date)

Case Type	Cancelled w/in 5 days	6–15 days	16-30 days	30-60 days	Over 60 days
Fieldwork Investigations (PRI, PRIR, SSBI-PR, MBI, LBI, LDI, BI, BGI, BDI, SSBI, SGI, SDI)					
35 Day Service	10%	40%	100%	100%	100%
75 Day Service	8%	20%	50%	100%	100%
120 Day Service	5%	10%	25%	50%	100%
NACLCL and ANACI investigations					
35 Day Service	25%	50%	100%	100%	100%
75 Day Service	25%	50%	50%	100%	100%

Full reimbursement is made for all other case types.

Exhibit 10

The following are operational questions answered during the tours of the Federal Investigations Processing Center. The questions are listed in the order asked. Some may duplicate previous questions answered.

Session 1:

1. Do we have to send an acknowledgement for mail receipts? No
2. Are cases screened before entry? Yes, if additional information is needed the contractor notifies the agency telephonically.
3. Is the case number assigned before a case is rejected? Case numbers are assigned when a case is acceptable. If unacceptable, the case is assigned a unique case number.
4. Is Key Verification a quality management tool? Yes
5. Is there a hard copy of the case papers kept along with the PIPS record? Yes Individual pieces of the case papers are bar coded.
6. Is there any other place where Data Entry is done? Yes Most of the entry is done in the Data Entry Center but one section is located in the main FIPC Center.
7. Does PIPS check against any other system besides PIPS? No PIPS initial search is only against our data base.
8. What do you mean by a case is scheduled out? PIPS will schedule items electronically, by inquiry, or in batch.
9. How is work assigned to investigators? Can we change the way that is done? Contractor will work under current plan but an alternative plan could be submitted along with the plan that complies with OPM requirements.
10. Does OPM provide management for the various units? No OPM provides oversight but not management of day to day operations.
11. Why is data entry split between two areas? Is it just because of growth? Growth was the main factor but also the more sensitive BI cases remained "in house".
12. What kinds of cases are microfilmed? All the BI types and any lesser types with issues.
13. Where are copies of case papers sent? To OPM offices or contractor offices? Case papers can be sent electronically for some case types or they are mailed hard copy to the districts responsible.
14. Will we have a staff in FOIP? Yes
15. Does FP transmission go from FIPC to the FBI? Yes
16. How does the FBI respond? Electronically unless there are discrepancies.
17. How are FP inquiries tracked in the two systems? The OPM assigned case number is used for tracking and where applicable the FBI file number is maintained on PIPS.
18. Are employees in the review branch making operational decisions for entry on PIPS? Yes, based on OPM guidelines.
19. Do telephone people have access to PIPS? A specific menu has been developed for their use.
20. When review determines further action is needed based on a developed lead, do they make the entry on PIPS? Yes

21. What is the routing system for our telephones? PBX
22. Where is the PIPS mainframe? Washington D.C.
23. Is the adjudication branch totally federal? No The federal staff provides the oversight.
24. Does the contractor adjudicate their own cases? No
25. Is the warehouse operated by the contractor? Yes
26. Does OPM plan to release the number of USIS employees? No
27. Why will this not be released? It is part of USIS operations and OPM will not release this.

Session 2:

1. Are there other tenants in the mine? Yes
2. When you say customers, who are you referring to? Agencies requesting investigations.
3. Are there adjudicators in the DEC area? No
4. Are PIPS menu options "fill in the blocks"? Pretty much
5. If two different agencies try to run investigations on the same person will PIPS know? Yes System edits are in place for that.
6. Will we discuss physical security and related issues? No This is a process tour only.
7. The manuals copied in BSB are for what purpose? They will run copies for OPM or for training and other needs.
8. Are FOIP employees Fed or Contractor? Mix of both.
9. How many employees are on the Fed. staff? Approximately 50
10. Is the area for classified info a shared area? Yes
11. What type of clearance is required for limited area? Secret
12. Are there the two main mail rooms and many smaller ones? Someone in each section is responsible for that section's mail sort/distribution.
13. Do employees make decisions on acceptable/not acceptable fingerprints? No
14. Are we going to see the mainframe computer? No It is in Washington.
15. After suitability data is collected, who does the adjudication?
OPM/Contractor/Agency combination according to jurisdiction.
16. How and when can we see the existing contract? Contract has been made available.
17. Who maintains off-site mainframe? OPM
18. Does the existing contract include an annual employee headcount? No
19. Is the government paying a premium for secure work? Are employees cleared at a higher level? No Work is paid by the case.
20. Who monitors access to the facility? OPM
21. Does the government randomly check contractor employees? OPM clears contract employees.

Session 3:

1. What is the current Fed staff? 49 with 19 vacancies
2. Are the Feds/Contractors integrated? Yes

3. Are these OPM or Contractor facilities? Shared
4. When walking through the center will we be able to tell Feds from Contractors? No
5. Are the employees unionized? The contract employees do not have a union but the Feds are represented by AFGE 2450.
6. What prompted the current renovations? Expansion
7. What type of mail are the sending out? In this case it is inquiries to employers, supervisors, references etc.
8. Does the mail room handle internal mail only? No They do both internal and external.
9. How much of the workload is hardcopy? The Data Entry is taken from hardcopy forms.
10. Do the data entry clerks make phone calls to agencies when necessary? Yes
11. Do the BI types get double entry? Yes It is a key verification process on BI case types.
12. Does PIPS give status reports? Yes
13. What does OPM do with the reports? They are used to evaluate the process.
14. Is this a 24 hour operation? The core hours are 6:00am – 5:30pm EST
15. Do you run a 40 hour week? Yes
16. Is data entry the first area of workflow? No The first is the mailroom.
17. Is the DE Section in FIPC different from the DEC? The BI's are done in FIPC.
18. The inquiries sent from the mail room go where? These are sent to employers, law enforcement agencies, etc. and are returned to the center when complete.
19. What envelops does this machine open? It is opening inquiries on scannable for
20. Is the microfilm stored on site? Yes A copy is also kept off site.
21. Are custodial services provided by the contractor? Yes
22. What all is copied in the mail room? Manuals, instructions, training materials or case papers needing to be sent to the field.
23. Where is the Fed staff located? Throughout the center.
24. What is held in the limited area? Microfilm, confidential files, and FED and contractor personnel.
25. Is this run by OPM or the Contractor? Mix of both
26. Is there a safe? No
27. The limited area is not just storage but an operational area? Yes
28. File folders are color coded by type? Yes
29. It only takes a few people to operate the file section? No There is an entire section of people who work the files.
30. Are the sweeps of the files for quality assurance? Yes
31. Was PIPS contractor generated? No
32. Where does a case go from the files? To the review section.
33. You do not duplicate these cases? No It is on the data base unless there is a file to maintain.
34. How is a case closed? Employees in the review section verify completeness and make entries to PIPS. It is then sent for mailing.
35. Are we equipped to receive electronic fingerprint submissions? Yes
37. Is telephone liaison a centralized operation? Yes
38. Is it self help or a help desk? The phones are manned by contract employees between 7:00 am and 5:00 pm.

39. What is the FP system called? Fingerprint Transmission System
40. Do you communicate by E-mail? Yes
41. Do you have final adjudication? Yes but not by OPM in all cases. It depends on the jurisdiction.
42. So the adjudication may be with the agency? Yes
43. What is done in the computer room? Operate the computer systems Run batch jobs at night.
44. Is suitability all Fed work? No Both Fed and Contractor
45. Does OPM have other contractors? No
46. Is the Contract Management Branch an extension of the Federal Contracting Office? No
47. Do they do quality assurance functions? Yes
48. Are the training rooms shared? Yes
49. Who conducts the training? Both the contractor and the Fed staff Outside vendors as needed.

Session 4:

1. Is mailroom personnel OPM or contractor? Contractor
2. How often do they deliver mail to the center? 3 times a day
3. Are HR and their support staff all contractors? Yes
4. What are the hours of operation? The center is normally open from 6:00 am to 5:30 PM.
5. Is the input to PIPS through data entry? Yes
6. Are the training rooms used for potential investigators? The rooms are shared space and used for whatever training is necessary.
7. Does the microfilm stay in the limited area? Yes
8. What are the timeframes for case service? A/35 day B/75 day C/120 day
9. Do we keep a copy of what we send the agency? No It is on PIPS.
10. Is the mailroom shared space? All contractor personnel
11. The files area are all pending cases? Yes
12. Are the files and review personnel all contractors? Yes
13. Do investigators in the field transmit using PIPS? Yes
14. How is this done? Using laptops
15. Do PIPS messages on developed leads go to all the regional offices? To whoever is working the case or it can be directed.
16. Is CMB quality control? Yes
17. Are the training rooms shared? Yes
18. Can this be a separate contract? Yes The solicitation states you can bid for Operations, field work or both.

Session 5:

1. What is mailed? All types of inquiries and correspondence.
2. Is there a mixture of Fed staff and contractor? Yes
3. How long has OPM been using PIPS? In stages since 1984
4. Does the contractor operate the telephone liaison? Yes
5. Do you have review and adjudicative staff? Yes

6. Is the contractor responsible for the whole gambit from custodial to data entry to adjudications? Yes

7. Are the guards at the gate contract employees? They are employees of our landlord Iron Mountain.

The following is a breakdown of investigative units scheduled in FY 2000. A "Unit" is defined as part or all of a single investigation requiring coverage (personal and/or record source) in a predefined geographical area. Work assignment areas are designated by the contractor based on ZIP codes. The Unit count does not necessarily reflect the extent of effort required to complete fieldwork in that location. The geographical assignment system may be adjusted to reflect the contractor's organizational structure.

6,019 Units
Martinsburg, WV

11,652 Units
Military Record Searches
MD Law
DC BVS Searches

12,377 Units
DC Law

3,163 Units
Southern VA

18,077 Units
Prince Georges County
Southern Maryland

7,991 Units
Norfolk, VA
Richmond, VA
Raleigh, NC
Greensboro, NC
Fayetteville, NC
Jacksonville, NC

8,873 Units
Boston, MA
Hartford, CT
Augusta, ME
Concord, NH

8,142 Units
Albany, NY
Harrisburg, PA
St. Albans, VT
Buffalo, NY
Syracuse, NY
Lake Placid, NY
Lewisburg, PA

5,167 Units
Dayton, OH
Cincinnati, OH
Columbus, OH
Portsmouth, OH
Cleveland, OH

7,576 Units
Pittsburgh, PA
Roanoke, VA
Charleston, WV

6,670 Units
Philadelphia, PA
Wilmington, DE

8,700 Units
New York, NY
Newark, NJ
Westbury, NY
Tuckahoe, NY
Staten Island, NY

9,697 Units
Orlando, FL
Pensacola, FL
Jacksonville, FL
Miami, FL
Tallahassee, FL
Tampa, FL
San Juan, PR

8,817 Units
Augusta, GA
Brunswick, GA
Savannah, GA
Charlotte, NC
Charleston, SC
Columbia, SC

11,715 Units
Atlanta, GA
Columbus, GA
Birmingham, AL
Huntsville, AL
Montgomery, AL

8,503 Units
San Antonio, TX
Laredo, TX
Austin, TX
Harlingen, TX
Killeen, TX

Del Rio, TX
Corpus Christi, TX

6,055 Units
El Paso, TX
Clovis, NM
Las Cruces, NM
Amarillo, TX
Midland, TX
Abilene, TX

9,590 Units
Knoxville, TN
Lexington, KY
Louisville, KY
Ft. Campbell, KY
Johnson City, TN
Chattanooga, TN
Memphis, TN

7,213 Units
Oklahoma City, OK
Fort Smith
Gulfport, MS
Little Rock, AR
Tulsa, OK
Jackson, MS
New Orleans, LA
Baton Rouge, LA
Alexandria, LA
Shreveport, LA
Wichita Falls, TX

7,038 Units
Dallas, TX
Huntsville, TX
Houston, TX
Beaumont, TX
Texarkana, TX

5,318 Units
Kansas City, MO
Wichita, KS
Columbia, MO
Omaha, NE
Topeka, KS
Springfield, MO

7,806 Units
Chicago, IL
Springfield, IL
Des Moines, IA
St. Louis, MO
Quad Cities, IL

8,137 Units
Albuquerque, NM
Los Alamos, NM

4,978 Units
Detroit, MI
Kalamazoo, MI
Lansing, MI
Indianapolis, IN

3,156 Units
Minneapolis, MN
Milwaukee, WI
Rochester, MN
Sioux Falls, SD
North Dakota

5,774 Units
Salt Lake City, UT
Las Vegas, NV
Bozeman, MT
Idaho Falls, ID
Helena, MT

2,765 Units
Denver, CO
Grand Junction, CO
Durango, CO
Cheyenne, WY

6,939 Units
San Ramon, CA
Reno, NV
Tonopah, NV
Sacramento, CA

4,185 Units

San Francisco, CA
Santa Barbara, CA
Menlo Park, Ca

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10,819 Units

San Diego, CA
Guam
Honolulu, HI

8,448 Units

San Bernardino, CA
Santa Ana, CA
Fresno, CA
Anchorage, AK

3,166 Units

Denver, CO
Colorado Springs, CO

5,349 Units

Tucson, AZ
Phoenix, AZ

9,271 Units

Los Angeles, CA
Ventura, CA
Alhambra, CA

9,660 Units

Seattle, WA
Richland, WA
Spokane, WA
Portland, OR