

The purpose of modification P00005 is incrementally fund the negotiated quote for 4 additional adjudicators to cover the TWIC backlog. Therefore the contract is modified as follows:

1. On June 22, 2010 at 2:00 pm a teleconference was held with representatives of OoA and Federated IT whom have the authority to enter into negotiations. The Government presented the contractor with a requirement to propose additional resources and labor categories to complete a TWIC backlog estimated at 13,000 cases to be completed by November 30, 2010.
2. The contractor proposed, and the Government accepted the quote of 4 Adjudicators with a rate of \$58.09/hour. The calculated total labor increase is \$381,070.40. The calculated total award fee pool of 6% is \$22,864.22. The new adjusted ceiling for this option period is \$5,890,961.01.
3. Therefore, the contract ceiling is increased from \$28,107,342.05 by \$403,934.62 to \$28,511,276.67.
4. It is anticipated that this increase will continue in the next option period. The Government will determine the need at the time the next option period is exercised and record the contract ceiling change at that time if required.
5. The following table represents incremental funding for CLIN 1001 Labor and CLIN 1003 Award Fee Pool.

CLIN	DESCRIPTION	QTY	UNIT	RATE	From	By	To	(NTE Ceiling Adjusted)
1001	Labor	1	JB		\$4,826,230.83	\$235,891.87	\$5,062,122.70	\$5,207,301.23
1002	Base Fee	12	Months	4%	\$91,830.46	\$0.00	\$91,830.46	\$91,830.46
1003	Award Fee Pool	1	JB	6%	\$137,745.69	\$15,056.93	\$152,802.62	\$160,609.91
1004	Other Direct Cost	1	JB		\$431,219.41	\$0.00	\$431,219.41	\$431,219.41
Base Period Total Funded					\$5,487,026.39	\$250,948.80	\$5,737,975.19	\$5,890,961.01

6. The accounting and appropriation data are as follows:

2110200TTC479	5TV09XB010D2010TVC040IS000323005700570TTC-5703000100000000-252R \$250,948.80
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7. All other terms and conditions remain in full force and effect.

End of Modification P00005

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1 CONTRACT ID CODE	PAGE OF PAGES 1 2
2 AMENDMENT/MODIFICATION NO Modification No. P00006	3 EFFECTIVE DATE 7/1/10	4 REQUISITION/PURCHASE REQ NO 2110200TTC338	5 PROJECT NO (If applicable)		
6 ISSUED BY CODE		7 ADMINISTERED BY (If other than Item 6) CODE			
U.S. Department of Homeland Security Transportation Security Administration 701 South 12 th Street Arlington, VA 20598-22202		Audrey Taylor Phone: 571-227-(b)(6) Fax: 571-227-1392 (b)(6)			
8 NAME AND ADDRESS OF CONTRACTOR (No Street, county, State and ZIP Code)				() 9A AMENDMENT OF SOLICITATION NO	
Federated IT, Inc 1200 G. Street, NW Suite 800 Washington, DC 20005-6705				9B DATED (SEE ITEM 11)	
				X 10A MODIFICATION OF CONTRACT/ORDER NO HSTS02-09-C-TTC822	
				10B DATED (SEE ITEM 13) 05/27/2009	
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 one (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 ACKNOWLEDGMENT 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 you 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)

See page 2

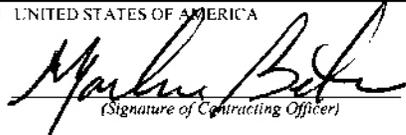
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

() A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority): THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. IN ITEM 10A
X	52.243-2 -- Changes -- Cost-Reimbursement
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.)

See 2nd page

15A NAME AND TITLE OF SIGNER (Type or print)		16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Marlene Betler Contracting Officer	
15B CONTRACTOR/OFFEROR	15C DATE SIGNED	16B UNITED STATES OF AMERICA	16C DATE SIGNED
(Signature of person authorized to sign)		BY  (Signature of Contracting Officer)	7.1.10

The purpose of this modification is to incrementally fund adjudication services in support of the Aviation Worker Program and pursuant to the purpose of modification P00004 for IR&A support, the SOW shall include and the contractor shall have access to the following; 1) Sensitive Compartmented Information (SCI), and 2) Non-SCI.

CLIN	DESCRIPTION	QTY	UNIT	RATE	From	By	To	(NTE Ceiling Adjusted)
1001	Labor	1	JB		\$5,062,122.70	\$155,281.59	\$5,217,404.29	\$5,362,582.82
1002	Base Fee	12	Months	4%	\$91,830.46	\$0.00	\$91,830.46	\$91,830.46
1003	Award Fee Pool	1	JB	6%	\$152,802.62	\$0.00	\$152,802.62	\$160,609.91
1004	Other Direct Cost	1	JB		\$431,219.41	\$34,822.41	\$466,041.82	\$1,031,318.94
Total Funded Amount					\$5,737,975.19	\$190,104.00	\$5,928,079.19	\$6,646,342.13

1. The accounting and appropriation data are as follows:

2110200TTC338	5TV101A000D2010TVC090GE000023005700570AVW-5704000700000000-252R \$190,104.00
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2. All other terms and conditions remain in full force and effect.

End of Modification P00006

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

P00007 09/01/2010 2110200TTC578 & TTC633

6. ISSUED BY CODE 7. ADMINISTERED BY (If other than Item 6) CODE

Office of Acquisition
701 S 12TH STREET
ARLINGTON VA 20598

Operations Support
701 S 12TH STREET
ARLINGTON VA 20598

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

FEDERATED IT INCORPORATED
Attn: KYLE BUCHOLZ
1200 G STREET NW STE 800
Washington DC 200053814

9A. AMENDMENT OF SOLICITATION NO. (x)

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO. x
HSTS02-09-C-TTC822

10B. DATED (SEE ITEM 13)
05/27/2009

CODE 831678193 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 _____ copies 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 you 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) Net Increase: \$482,767.24
See Schedule

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 CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 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).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.243-2 -- Changes -- Cost-Reimbursement
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
Tax ID Number: 16-1615436
DUNS Number: 831678193
The purpose of modification P00007 is to incorporate the AFSP SOW, CFATS SOW, and incrementally fund this contract.
Delivery: 02/15/2011
Discount Terms:
Net 30

Continued ...

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)	
		Marlene Betler	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)			9.1.10
		(Signature of Contracting Officer)	

NAME OF OFFEROR OR CONTRACTOR
FEDERATED IT INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Payment: US Coast Guard Financial Center TSA Commercial Invoices P.O. Box 4111 Chesapeake VA 23327-4111 FOB: Destination Period of Performance: 05/27/2009 to 01/07/2015 Add Item 01001D as follows:				
01001D	Labor AFSP Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$312,535.58 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: SUSAN D. MCDERMOTT ARLINGTON VA 20598 Accounting Info: 5TV09XA000D2010TVC060GE000023005700570TTC-57040005 00000000-252R-TSA DIRECT-DEF. TASK-D Funded: \$312,535.58 Add Item 01001E as follows:	1	JB	312,535.58	312,535.58
01001E	Labor CFATS Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$88,283.02 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: JILL H. SMITH ARLINGTON VA 20598 Accounting Info: 5TV101A000R2010TVC090RA013523005700570TTC-57000000 00000000-252R-TSA DIRECT-DEF. TASK-RHSHQDC10X00336 Funded: \$88,283.02 Add Item 01002B as follows:	1	JB	88,283.02	88,283.02
01002B	Fixed Fee Continued ...	1	JB	9,910.43	9,910.43

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSTS02-09-C-TTC822/P00007

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3 5

NAME OF OFFEROR OR CONTRACTOR
FEDERATED IT INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	AFSP Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$9,910.43 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: SUSAN D. MCDERMOTT ARLINGTON VA 20598 Accounting Info: 5TV09XA000D2010TVC060GE000023005700570TTC-57040005 00000000-252R-TSA DIRECT-DEF. TASK-D Funded: \$9,910.43 Add Item 01002C as follows:				
01002C	Fixed Fee CFATS Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$1,625.53 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: JILL H. SMITH ARLINGTON VA 20598 Accounting Info: 5TV101A000R2010TVC090RA013523005700570TTC-57000000 00000000-252R-TSA DIRECT-DEF. TASK-RHSHQDC10X00336 Funded: \$1,625.53 Add Item 01003B as follows:	1	JB	1,625.53	1,625.53
01003B	Award Fee AFSP Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$11,072.85 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: SUSAN D. MCDERMOTT ARLINGTON VA 20598 Accounting Info: 5TV09XA000D2010TVC060GE000023005700570TTC-57040005 00000000-252R-TSA DIRECT-DEF. TASK-D Continued ...	1	JB	11,072.85	11,072.85

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSTS02-09-C-TTC822/P00007

PAGE OF
4 5

NAME OF OFFEROR OR CONTRACTOR
FEDERATED IT INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: \$11,072.85				
	Add Item 01003C as follows:				
01003C	Award Fee CFATS Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$2,858.69 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: JILL H. SMITH ARLINGTON VA 20598 Accounting Info: 5TV101A000R2010TVC090RA013523005700570TTC-57000000 00000000-252R-TSA DIRECT-DEF. TASK-RHSHQDC10X00336 Funded: \$2,858.69	1	JB	2,858.69	2,858.69
	Add Item 01004B as follows:				
01004B	ODC AFSP Period of Performance: 8/31/10-2/15/11 Obligated Amount: \$56,481.14 Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: SUSAN D. MCDERMOTT ARLINGTON VA 20598 Accounting Info: 5TV09XA000D2010TVC060GE000023005700570TTC-57040005 00000000-252R-TSA DIRECT-DEF. TASK-D Funded: \$56,481.14	1	JB	56,481.14	56,481.14

The purpose of modification P00007 is to incorporate the AFSP SOW, CFATS SOW and incrementally fund this contract. Therefore the contract is modified as follows:

1. The attached SOW for AFSP & CFATS support is hereby incorporated into this contract.
2. Incrementally fund this contract as follows:

CLIN	DESCRIPTION	QTY	UNIT	RATE	From	By	To	NTE Ceiling Adjusted
1001	Labor	1	JB		\$5,217,404.29	\$400,818.60	\$5,618,222.89	\$5,763,401.42
1002	Base Fee	12	Months	4%	\$91,830.46	\$11,535.96	\$103,366.42	\$103,366.42
1003	Award Fee Pool	1	JB	6%	\$152,802.62	\$13,931.54	\$166,734.16	\$166,734.16
1004	Other Direct Cost	1	JB		\$466,041.82	\$56,481.14	\$522,522.96	\$1,087,800.08
	Total Funded Amount				\$5,928,079.19	\$482,767.24	\$6,410,846.43	\$7,121,302.08

3. The accounting and appropriation data are as follows:

2110200TTC578	5TV101A000R2010TVC090RA013523005700570TTC-5700000000000000-252R \$92,767.24
2110200TTC633	5TV101A000D2010TVC090GE00023005700570SAO-5704000500000000 \$390,000.00

4. All other terms and conditions remain in full force and effect.

End of Modification P00007

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1 CONTRACT ID CODE	PAGE OF PAGES 1 2
2 AMENDMENT/MODIFICATION NO Modification No. P00008	3 EFFECTIVE DATE 09/29/2010	4 REQUISITION/PURCHASE REQ NO N/A	5 PROJECT NO (if applicable)	
6 ISSUED BY U.S. Department of Homeland Security Transportation Security Administration 701 South 12 th Street Arlington, VA 20598-22202		7 ADMINISTERED BY (if other than Item 6) Audrey Taylor Phone: 571-227-(b)(6) Fax: 571-227-1392 (b)(6)	CODE	
8 NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP. Code) Federated IT, Inc 1200 G. Street, NW Suite 800 Washington, DC 20005-6705			(-)	9A AMENDMENT OF SOLICITATION NO
CODE				9B DATED (SEE ITEM 11)
FACILITY CODE			X	10A MODIFICATION OF CONTRACT/ORDER NO HSTS02-09-C-TTC822
				10B DATED (SEE ITEM 13) 05/27/2009

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 one (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 ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you 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 data specified.

12 ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

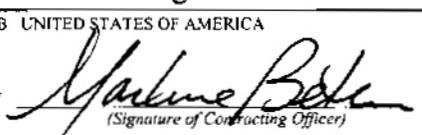
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(C)	A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
X	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.)

See page 2

15A NAME AND TITLE OF SIGNER (Type or print)		16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marlene Betler Contracting Officer	
15B. CONTRACTOR/OFFEROR <i>(Signature of person authorized to sign)</i>	15C. DATE SIGNED	16B UNITED STATES OF AMERICA BY  <i>(Signature of Contracting Officer)</i>	16C. DATE SIGNED 9.29.10

The purpose of modification P00008 is to make administrative changes to the subject contract. Therefore, the contract is modified as follows:

1. The Statement of Objectitive in Support for the Federal Aviation Administration (FAA) Airmen Certificate Vetting Program (ACVP) executed under Modification P00004 and the Statement of Work in support for the Chemical Facilities Anti-Terrorism Standards (CFATS) executed under Modification P00007 will have the Acceptable Quality Levels postponed for incorporation and evaluation at this time.

The AQLs will not be evaluated until the Program Office determines these populations can be measured and incorporate into the Award Fee Determination Plan.

2. The mutually agreed upon Award Fee Determination Plan and associated Metric worksheet is hereby incorporated into this contract. The structure of the current period of performance will consider the full period of performance but evaluation and collection of metrics will commence on October 1, 2010 through the end of the current POP. All subsequent option years will have a bi-annual award fee evaluation structure. Attached to this modification is the Award Fee Plan and Metric Worksheet. These documents will be modified as new programs are incorporated or as revisions to the metrics are identified.

End of Modification P00008
All other terms and conditions remain unchanged.

**TRANSPORTATION THREAT ASSESSMENT AND CREDENTIALING
ADJUDICATION SERVICES
AWARD FEE DETERMINATION PLAN**

1.0 INTRODUCTION

This Award Fee Determination Plan (AFDP) will be used for contractor performance evaluation and award fee determination under Contract HSTS02-09-C-TTC822. This contract (referred to hereafter as “the base contract”) is a Cost-Plus-Award Fee (CPAF) performance-based services contract for adjudication support services for the Office of Transportation Threat Assessment and Credentialing (TTAC) Adjudication Center (AC).

This AFDP has been developed pursuant to the objectives and acceptable quality levels defined in the Statement of Objectives (SOO) for the base contract and specific performance requirements issued there under. This AFDP outlines the methodology used to evaluate contractor performance, to include the roles and responsibilities of Government parties, evaluation criteria, surveillance and inspection methods, and award fee determination used to evaluate contractor performance during each evaluation period.

1.1 Purpose

The adjudication services base contract is a Performance-Based Services Contract (PBSC). As such, the Contractor is expected to achieve and maintain a satisfactory level of performance in all task areas. Performance above the level of satisfactory in specified areas affords the Contractor the opportunity to earn award fee in accordance with the terms of the contract. Evaluation Criteria for award fee are selected to influence the Contractor to focus its efforts and resources in areas critical to the success of the TTAC mission, but not at the expense of satisfactory performance in all other areas. By their nature, and consistent with accepted tenets of Federal acquisition, award fee evaluation criteria may be both qualitative and judgmental. The purpose of this AFDP is to objectively define an effective means to motivate the Contractor toward exceptional performance and provides the Government with the flexibility to evaluate both actual performance and the conditions under which it was achieved.

1.2 Objectives

This AFDP establishes the method by which the Government will evaluate the quality, quantity, and timeliness of contractor products and services, and articulates the specific Evaluation Criteria and metrics to be used for that evaluation. The Government does not intend to evaluate the procedures used to deliver or provide those products and services beyond the degree required to effectively manage risks to the TTAC mission and as described herein.

1.3 Order of Precedence

The requirements, terms, and conditions of Contract HSTS02-09-C-TTC822 take precedence over any conflicting requirements specified herein. This order of precedence is acknowledged notwithstanding the explicit understanding that all contractor-generated artifacts defined herein

are required for Government surveillance and evaluation of contractor performance. As such, these artifacts shall be understood to be mandatory for the evaluation process.

1.4 Revisions

This AFDP will be updated as process or procedural changes become necessary, as existing performance metrics require revision, and as new Evaluation Criteria and/or performance metrics are identified. Reasons for change may include but are not limited to clarifications, accommodation of TTAC organizational realignments or new vetting populations, identification of new critical success factors, and/or changes in Government emphasis or concern under the base contract. The Government reserves the right to change Evaluation Criteria provided that the Contractor is notified at least fifteen (15) calendar days before the start of the evaluation period to which any change would apply. As other TTAC transportation populations are added to this contract, relevant Appendices containing applicable Evaluation Criteria may be added to this AFDP.

2.0 PERFORMANCE REVIEW BOARD

2.1 Performance Review Board

The Performance Review Board (PRB) is responsible for evaluation of Contractor performance based on the technical reviews conducted by the Contracting Officer's Technical Representative (COTR), the Adjudication Center Program Manager, and other Government Adjudication Center personnel. A PRB will be established under the base contract. PRB members must be familiar with the work to be evaluated and will be responsible for completing evaluations of Contractor performance within the timeframes established in this AFDP. Members of the PRB will include the responsible Program Manager for the Adjudication Center, the COTR, the assigned Contracting Specialist, and TTAC Program Representatives. The Program Manager (PM) for the Adjudication Center will serve as the PRB Chairperson. The designated TSA Legal Counsel shall be considered an ad hoc member of the PRB.

The task of the PRB is to derive the Contractor's Final Performance Score for each evaluation period. This is accomplished by analyzing and evaluating the complete package of Evaluation and Performance Assessment Reports assembled by the COTR for the applicable evaluation period. The PRB reviews, validates, and if necessary adjusts, all Contractor performance ratings assigned by the COTR, PM, and evaluators. The PRB documents its findings in a Performance Score Recommendation for submission to the Fee Determining Official (FDO). The Performance Score Recommendation will contain a summary of performance ratings as well as copies of the evaluation and performance assessment reports for each evaluation period.

2.2 Roles and Responsibilities

Performance and quality are joint responsibilities of TTAC and the Contractor. For the purposes of this document, however, only Government roles and responsibilities are identified.

2.2.1 TSA Contracting Officer (CO)

The designated Contracting Officer (CO) is the sole Government official legally authorized to approve any changes in requirements under the contract, including this AFDP. This individual also possesses final authority for resolution of issues involving performance evaluation and associated award fee. With regard to Contractor performance evaluation, the CO's responsibilities include:

- Issue the Award Fee Determination Letter to the Contractor and a unilateral modification to the Task Order allowing the Contractor to bill for award fee earned.
- Provide guidance to the PRB and FDO.
- Establish the award fee pool and ensure that award fee funding is reserved prior to the beginning of the applicable evaluation period.
- Ensure that all unearned award fee funds are de-obligated after final payment of earned award fee for the last evaluation period of each period of performance.

2.2.2 Contracting Specialist (CS)

The CS serves as an advisor to the PRB on administrative and contractual matters. The CS supports the CO and represents the CO on administrative and contractual matters, if necessary. CS is also responsible for performing the calculation of earned award fee based upon the available award fee pool and the final Performance Rating documented in the FDO's Award Fee Determination Memorandum. The CS will also perform the calculation of the Final Performance Score for the evaluation period.

2.2.3 TSA Legal Counsel

A TSA attorney from the Office of Chief Counsel (OCC) acts as Legal Counsel to Government acquisition personnel involved in the contract performance evaluation process. The TSA attorney is an ad hoc member of the PRB and provides legal guidance when requested.

2.2.4 Fee Determining Official (FDO)

The FDO is responsible for validating the findings of the PRB and its Performance Score Recommendation. Based on his/her findings, the FDO establishes the Final Performance Score and provides that determination to the CO in an Award Fee Determination Memorandum. The FDO is a duly authorized official of the TTAC Business Management Office (BMO), Acquisition and Logistics. Other FDO responsibilities include:

- Review summarized performance ratings and individual evaluation and performance reports as necessary.
- Ensure that the Performance Score Recommendation is properly documented and supported. If the FDO determination differs from the PRB recommendation, the FDO must document the rationale for his/her determination for the official contract file.
- Ensures the impartiality of the evaluation process.

- Provides guidance to the PRB and recommends changes to the AFDP as necessary.

2.2.5 Program Manager

The Program Manager (PM) is the appropriate TTAC management representative accountable for the business and operational performance of the TTAC Adjudication Center supported by this contract. The PM is responsible for ensuring that contractor performance is aligned with organizational objectives and performance. As such, he/she serves as the Chairperson of the PRB and has final authority for the PRB Performance Score Recommendation submitted to the FDO. The PM may delegate the PRB Chairperson responsibility to the COTR or a duly authorized member of his/her management staff. PM responsibilities include:

- Ensure that Government staff and resources are available and assigned to perform monitoring and evaluation activities required by this AFDP;
- Ensure that problems, concerns, or issues that cannot be resolved at a lower level are brought to resolution within the PRB;
- Review Contractor self-evaluation reports, if submitted, and other information relevant for consideration during the evaluation of Contractor performance.
- Provide and coordinate performance evaluations with the COTR and other members of the PRB, in accordance with this AFDP to ensure that evaluations are accurate and fair.
- Establish and document the PRB's Performance Score Recommendation and formally forward to the FDO with a summary of performance ratings and copies of the evaluation and performance assessment reports for the evaluation period.

2.2.6 Contracting Officer's Technical Representative (COTR)

The COTR may serve as the alternate Chairperson for the PRB, if requested. The primary responsibility of the COTR in support of the PRB is to ensure consistent application of Evaluation Criteria across all metrics. The COTR is also responsible for the coordination of overall contract administration and oversight between Government and Contractor personnel. Other COTR responsibilities include:

- Ensure that required artifacts and performance reports are associated with the appropriate Evaluation Criteria.
- Collectively and collaboratively review completed evaluation and performance assessment reports.
- Provide feedback on the evaluation and performance assessment reports and recommendations for consistent interpretation of Evaluation Criteria and performance as necessary.
- Review Contractor self-evaluation reports, if submitted, and other information relevant for consideration during the evaluation of Contractor performance.
- Establish and document the PRB's Performance Score Recommendation and formally forward to the FDO with a summary of performance ratings and copies of the evaluation

and performance assessment reports for the evaluation period (in the role of alternate PRB Chairperson).

- Coordinate with the PM and evaluators to complete all evaluation and performance assessment reports.
- Provide consistent guidance on quality of documentation to Contractor and Government personnel.
- Maintain complete and accurate written documentation of the contractor's performance that details specific examples where (1) improvement is necessary or desired; (2) improvement has occurred; and (3) performance is below, at, or above contract requirements.

3.0 PERFORMANCE EVALUATION PROCESS

3.1 Performance Evaluation Periods

Performance evaluation period frequency is established under this AFDP. Evaluation periods will normally commence on the date of award or modification establishing the evaluation period frequency. Subsequent evaluation periods will commence on the day after the completion date of the previous evaluation period.

Evaluation periods will be bi-annual as established below, with the exception of the Option Year 1. The evaluation period in Option Year 1 will be for a period of twelve (12) months with the formal tracking of the Acceptable Quality Levels (AQLs) and metrics, for purposes of this award fee, to commence on October 1, 2010 through February 15, 2011. This delayed evaluation period is due to contract transition and length of time for training in order to attain proficiency in adjudication.

For example:

Period of Performance	Evaluation Period	Award Fee Pool (NTE)
OPT YR 1 – 2/16/10 – 2/15/11	1st Evaluation Period – 10/01/10– 2/15/11	\$137,745.68
OPT YR 2 – 2/16/11 – 2/15/12	1st Evaluation Period – 2/16/11 – 8/15/11	\$73,453.05
	2nd Evaluation Period – 8/16/11 – 2/15/12	\$73,453.05
OPT YR 3 – 2/16/12 – 2/15/13	1st Evaluation Period – 2/16/12 – 8/15/12	\$66,771.31

	2nd Evaluation Period – 8/16/12 – 2/15/13	\$66,771.32
OPT YR 4 – 2/16/13 – 2/15/14	1st Evaluation Period – 2/16/13 – 8/15/13	\$68,376.54
	2nd Evaluation Period – 8/16/13 – 2/15/14	\$68,376.55
OPT YR 5 – 2/16/14 – 1/15/15	1st Evaluation Period – 2/16/14 – 8/15/14	\$67,493.34
	2nd Evaluation Period – 8/16/14 – 1/15/15	\$67,493.35

3.2 Evaluation of Contractor Products and Services

The products and services used to evaluate Contractor performance are specifically enumerated in the relevant appendix of the Evaluation Criteria. Evaluations will be performed using the prescribed surveillance methods and artifacts detailed in these appendices.

3.3 Evaluation and Performance Assessment Reports (ePARs)

The COTR, PM, and PQMs continuously assess Contractor products and services over the course of the evaluation period, and are responsible for documenting those assessments relevant to specified Evaluation Criteria. This is the method required for formal documentation of strengths and weaknesses of Contractor products/services for the established Evaluation Criteria. ePAR should be prepared for every contractually required document or other deliverable required by the Evaluation Criteria in order to provide the best basis for evaluation of Contractor performance. The Government will provide the Contractor with copies of all ePARs prepared within fifteen (15) business days of completion or within fifteen (15) days after the evaluation period.

The COTR will ensure that ePARs are prepared and completed for each Evaluation Criteria within fifteen (15) calendar days after the end of the evaluation period. This includes Evaluation Criteria to which the COTR assigns a performance rating of “Not Applicable” for the evaluation period. The PM will be responsible for packaging and delivering all ePARs and other allowable evaluation documentation to the PRB for review and consideration.

3.4 Monthly Contractor Performance Feedback

The Government will provide Contractor performance feedback for all Evaluation Criteria on a monthly basis as a part of the Program Management Review (PMR) for this contract. This

feedback is intended to provide the Contractor with insight into current performance levels and any areas of concern, but does not constitute formal Contractor performance evaluation for the purpose of award fee determination.

3.5 Contractor Self-Evaluation

The Contractor may submit a written self-evaluation of their performance during the evaluation period to the PRB for consideration. Self-evaluations are not a requirement of the contract and direct costs for their preparation will not be reimbursable. The contractor shall include any other information that may be reasonably expected to assist the PRB in the evaluation of the contractor's performance during the evaluation period. The self-evaluation is intended to provide the Government with insight into current performance levels and any areas of concern from the Contractor, but does not constitute formal Contractor performance evaluation for the purpose of the award fee determination. This submission shall be made within 10 days after the completion of each evaluation period.

3.6 PRB Scheduling and Conduct

The PRB Chairperson will schedule a meeting of the PRB to complete the Contractor performance evaluation within twenty (20) calendar days after the evaluation period. The PRB will complete its Contractor performance evaluation and derive the Final Performance Score for the evaluation period. The PRB will provide its Performance Score Recommendation to the FDO within five (5) calendar days after the PRB meeting, and will include a concise narrative highlighting the Contractor's demonstrated strengths and weaknesses for the evaluation period.

3.7 Performance Rating and Scoring

The Government will assign a Performance Rating to each Evaluation Criteria using the ePAR form. ePAR form is at the end of this document. The Performance Rating will be based on the specific surveillance method(s), required artifact(s), and metrics defined within each Evaluation Criterion. Failure to prepare or consider a ePAR for every contractually required document or deliverable will not in and of itself be adequate basis for an Evaluation Criterion to be rated "Not Applicable" for the evaluation period. Furthermore, the Government reserves its right to evaluate Contractor performance on the basis of judgmental sampling and the failure to consider a ePAR for every required document or deliverable shall not be grounds for the Contractor's refutation of a performance rating. The PRB should, however, take into account the number of completed ePARs as compared to the quantity of contractually required documents and deliverables submitted in establishing performance ratings for Evaluation Criteria based on ePARs.

Each metric under the individual Performance Areas will be converted to the applicable Scoring Factor listed in Table 3-1 below. To preclude inadvertent bias, the scoring factor conversion will not be performed until all Evaluation Criteria have been evaluated and assigned Performance Ratings and all PARs have been completed.

Table 3-1

Performance Ratings and Associated Scoring Factors Performance Rating	Scoring Factor
Excellent	1.00
Good	0.75
Satisfactory	0
Unsatisfactory	-0.25

The Final Performance Score for the evaluation period will be calculated by averaging the sum of the Scoring Factors derived from the Performance Ratings for all applicable Evaluation Criteria validated by the PRB. This calculation will be performed by the COTR and CS in accordance with this AFDP and will be subject to review and approval by the FDO.

3.8 Other Performance Issues

Contractor performance issues not addressed in the Evaluation Criteria or specifically enumerated in this AFDP will not be considered in the performance evaluation process described in this AFDP. Any such issues will be addressed by other contractual means on a case by case basis as required.

4.0 AWARD FEE DETERMINATION

4.1 Award Fee Pool

The award fee pool is derived by multiplying the total Direct Labor target cost for the associated period of performance by the contract Award Fee Percentage of 6%. Unless expressly stated otherwise in the applicable contract modification, changes to the contract that result in increases in the total Direct Labor target cost will not increase the award fee pool. The potential award fee (i.e., the portion of the award fee pool) available for the Contractor to earn in a particular evaluation period is a function of the period of performance and the frequency of evaluation periods (i.e., quarterly).

4.2 Award Fee Determination Memorandum

After reviewing and validating the Performance Score Recommendation of the PRB, the FDO establishes and documents the Final Performance Score for award fee calculation in a formal Award Fee Determination Memorandum to the CO. The FDO will ensure that all performance ratings are supported by objective evaluations and appropriate documentation as defined in this AFDP. The FDO will also represent that the evaluation process was in full compliance with this AFDP and that the evaluation was fair and impartial. ePARs for the evaluation period and a summary narrative highlighting the Contractor's strengths and weaknesses demonstrated during the evaluation period will be furnished as an attachment to the memorandum.

4.3 Award Fee Calculation

The Award Fee will be calculated by multiplying the Final Performance Score times the available Award Fee Pool for the evaluation period. In the event that the Final Performance Score is zero or less (i.e., a negative number), no Award Fee will be paid to the Contractor for the evaluation period. Under no circumstances will the Contractor earn “negative fee”, i.e., owe the corresponding amount to the Government. No award fee shall be paid for performance which does not exceed "satisfactory."

Following is an example of how the award fee pool would be calculated:

Performance Area # 1 - Workload Completion

No.	Performance Description	Scoring Factor	Performance Rating
1	Cases per day completion per initial adjudicator for HME program	1	Excellent
2	Cases per day completion per initial adjudicator for TWIC program	0	Satisfactory
3	Cases per day completion per initial adjudicator for AVW program	1	Excellent
4	Cases per day completion per adjudicator for AFSP program	0.75	Good
5	Overall case production for HME program	0.75	Good
6	Overall case production for TWIC program	0.75	Good
7	Overall case production for AVW program	1	Excellent
8	Overall case production for AFSP program (Category 1 cases)	1	Excellent
9	Overall case production for AFSP program (Category 2, 3, 4 cases)	0	Satisfactory
10	Post adjudication (Redress) completion for HME program	1	Excellent
11	Post adjudication (Redress) completion for TWIC program	1	Excellent
12	Case completion for IR&A (FAA & CFATS programs)	N/A	N/A
13	Surge Support	N/A	N/A
14	Reporting	0.75	Good

Performance Area # 2 - Quality of Work

15	Accuracy for HME program	1	Excellent
16	Accuracy for TWIC program	0.75	Good
17	Accuracy for AVW program	1	Excellent
18	Accuracy for AFSP program	1	Excellent
19	Timeliness and quality of deliverables	0.75	Good

Performance Area # 3 - Contract Management

20	Cost effective management	0.75	Good
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Award Fee Determination

	SUM (Sum of the Scoring Factors for the rating period)	14.5
	Total Performance Areas Rated	18 (20 areas less 2 N/A)

Performance Score (SUM/Total Performance Areas Rated)	0.792
AWARD FEE POOL (Annual Pool \$ 150,000 / 2 = \$ 75,000)	\$ 75,000.00
EARNED FEE AMOUNT (AWARD FEE POOL x Performance Score)	\$ 59,400.00
UNEARNED FEE (N/A to be rolled to next evaluation period. Will be de-obligated at the end of the performance period)	\$ 15,600.00

5.0 ADMINISTRATION OF AWARD FEE

5.1 Contractor Notification of Earned Award Fee

The CO will notify the contractor of the award fee score via an Award Fee Determination Letter. The letter will include: a) pertinent Government observations concerning performance during the period; b) areas requiring improvement or corrective action; and c) the Government's intent to make changes in the Evaluation Criteria or the AFDP itself. ePARs for the evaluation period and a summary narrative highlighting the Contractor's strengths and weaknesses demonstrated during the evaluation period will be furnished as an attachment to the letter.

5.2 Payment Of Award Fee

Payment of earned award fee will be authorized by the Government's unilateral modification of the contract, issued by the CO upon receipt and concurrence with the FDO Award Fee Determination Memorandum. Payment of award fee earned will not be subject to the provisions of the "Allowable Cost and Payment", "Limitation of Funds", "Disputes", and "Termination" clauses of the base contract. The contractor may invoice for award fee earned upon receipt of the contract modification.

5.3 Unearned Award Fee

Once the contract modification authorizing payment of award fee earned for each evaluation period is issued, all unearned award fee pool will be de-obligated. No rollover of unearned award fee pool will be allowed from one evaluation period to any subsequent evaluation period.

5.4 Procedures for Changing the Award Fee Process

Any significant change to the Award Fee Process will be reflected in a formal change to this AFDP. In accordance with Section 1.4 of this AFDP, all such changes will be coordinated with the PRB and FDO for recommendation to the CO. After approval, the CO will notify the contractor in writing of any changes. Changes to the AFDP must be provided to the Contractor in writing by the CO at least fifteen (15) calendar days prior to the start of any evaluation period to which the changes will apply. Any changes that would affect the current evaluation period or will have a material impact on the Contractor's performance or evaluation thereof must be executed via bilateral modification to the contract.

**Office of Transportation Threat Assessment and Credentialing (TTAC)
Adjudication Center
Contract No. HSTS02-09-C-TTC822**

EVALUATION AND PERFORMANCE ASSESSMENT REPORT (ePAR)

Evaluator Name:	Date Prepared:
Work Product / Service Evaluation: ___ Case Completion ___ Overall Case Production ___ Post Adjudication (Redress) ___ Surge Support ___ Reporting ___ Accuracy ___ Timeliness and Quality of Deliverable(s) ___ Cost Effective Management	
Performance Area / Evaluation Criteria: ___ Workload Completion ___ Quality of Work ___ Contract Management	
Program Identification:	
Evaluation Period:	
EVALUATION AND SUBSTANTIATION	
GOVERNMENT EVALUATION: <i>[Detailed description of the basis for the evaluation. Address strengths and weaknesses. Attach copy(s) of substantiating documentation if necessary. Section will expand as required.]</i>	

OBSERVED or PERCEIVED PERFORMANCE / QUALITY DEFICIENCY: *[Describe in detail the observed or perceived performance/quality deficiency (ies). Provide copies of substantiating documentation as attachment(s). Section will expand as required.]*

RECOMMENDED CORRECTIVE ACTION: *[Describe in detail if recommended corrective actions were discussed. Provide copies of substantiating documentation as attachment(s). Section will expand as required.]*

Based on the information provided in the Evaluation and Substantiation documented above, I assign the following Performance Rating consistent with the performance rating for the relevant evaluation criterion identified in the Award Fee Determination Plan.

Performance Area	Performance Description	Performance Rating

Signature and Title

Date

Performance Area # 1 - Workload Completion		Evaluation Criteria			
Number	Performance Description	Performance Objective	Surveillance Method	Artifact/Deliverable	Performance Rating
1	Cases per day completion, on average, per initial adjudicator for AFSA program.	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: HME Program = 150 cases per day. Additional programs will be added with separately identified AQLs.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements;</p> <p>Good: Contractor completes \geq AQL levels defined in contract; exceeds Accuracy requirements;</p> <p>Satisfactory: Contractor completes \geq AQL levels defined in contract; meets Accuracy requirements;</p> <p>Unsatisfactory: Contractor completes < AQL levels defined in contract.</p>
2	Cases per day completion, on average, per initial adjudicator for TWIC program	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: TWIC Program = 120 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements;</p> <p>Good: Contractor completes \geq AQL levels defined in contract; exceeds Accuracy requirements;</p> <p>Satisfactory: Contractor completes \geq AQL levels defined in contract; meets Accuracy requirements;</p> <p>Unsatisfactory: Contractor completes < AQL levels defined in contract.</p>
3	Cases per day completion, on average, per initial adjudicator for	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: AW Program = 250 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements;</p> <p>Good: Contractor completes \geq AQL levels defined in contract; exceeds Accuracy requirements;</p> <p>Satisfactory: Contractor completes \geq AQL levels defined in contract; meets Accuracy requirements;</p> <p>Unsatisfactory: Contractor completes < AQL levels defined in contract.</p>
4	Cases per day completion, on average, per initial adjudicator for AFSP program	Contractor is required to meet number of cases per day, on average, per trained adjudicator. AQL levels defined in contract: AFSP Program = 84 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP Website.	Weekly Report provided by Contractor.	<p>Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements;</p> <p>Good: Contractor completes \geq AQL levels defined in contract; exceeds Accuracy requirements;</p> <p>Satisfactory: Contractor completes \geq AQL levels defined in contract; meets Accuracy requirements;</p> <p>Unsatisfactory: Contractor completes < AQL levels defined in contract.</p>
5	Overall Case Production for Initial Cases for	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt for each program.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of >95% and \leq 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>

6	Overall Case Production for TWIC Program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt for each program.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of >95% and ≤ 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>
7	Overall Case Production for	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt for each program.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of >95% and ≤ 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>
8	Overall Case Production for Category 1 cases for AFSP program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 30 days of receipt for each application.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP Website.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of >95% and ≤ 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>
9	Overall Case Production for Category 2, 3, & 4 cases for AFSP program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt for each application.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP Website.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of >95% and ≤ 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>
10	Post adjudication (Redress) completion for TWIC program	Contractor is required to prepare and complete case files for applicant appeal requests, waiver requests, waiver review boards, case research for Administrative Law Judge proceedings as assigned by the Government. Contractor is required to review documentation for appeal and/or waiver redress requests, prepare responses to Requests for Releasable Materials, prepare Final Request letters, and/or Waiver Review Board Packages. Contractor is required to correctly adjudicate redress cases based on documentation provided and/or to request additional documentation from applicants as appropriate.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Weekly Report provided by Contractor.	<p>Excellent: Contractor completes all cases assigned with no errors;</p> <p>Good: Contractor completes cases 75% to 99% of cases assigned with no errors;</p> <p>Satisfactory: Contractor completes 50% to 74% of cases assigned with ≤ 3% error rate;</p> <p>Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.</p>

<p>11</p> <p>Post adjudication (Redress) completion for TWIC program</p>	<p>Contractor is required to prepare and complete case files for applicant appeal requests, waiver requests, waiver review boards, case research for Administrative Law Judge proceedings as assigned by the Government. Contractor is required to review documentation for appeal and/or waiver redress requests, prepare responses to Requests for Releasable Materials, prepare Final Request letters, and/or Waiver Review Board Packages. Contractor is required to correctly adjudicate redress cases based on documentation provided and/or to request additional documentation from applicants as appropriate.</p>	<p>The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.</p>	<p>Weekly Report provided by Contractor.</p>	<p>Excellent: Contractor completes all cases assigned with no errors; Good: Contractor completes cases 75% to 99% of cases assigned with no errors; Satisfactory: Contractor completes 50% to 74% of cases assigned with ≤ 3% error rate; Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.</p>
<p>12</p> <p>Case completion for IR&A Support (FAA & CFATS)</p>	<p>Contractor is required to prepare and complete case files as assigned by the Government. Contractor will review subject and derogatory information associated with TSA provided Vetting Match Reports (VMR) and correctly adjudicate cases based on documentation provided and/or to request additional documentation from applicants as appropriate. The Contractor will prepare Investigative Reports (IR) detailing initial investigative findings and/or prepare Supplemental Investigative Reports (SIR) as additional key case information is obtained. Contractor is responsible for building and maintaining case files, inputting case updates into the TSA tracking system, conducting follow-up actions for all assigned and open cases, and conducting Quality Assurance reviews of case work. Contractor will prepare final Reports of Investigations (ROI) that provide specifics of the threat or no-threat posed by a subject.</p>	<p>The Government will monitor weekly reports provided by the contractor. Some data may be validated from Government Team Lead (Red, Blue, etc).</p>	<p>Weekly Report provided by Contractor.</p>	<p>Excellent: Contractor completes all cases assigned with no errors; Good: Contractor completes cases 75% to 99% of cases assigned with no errors; Satisfactory: Contractor completes 50% to 74% of cases assigned with ≤ 3% error rate; Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.</p>
<p>13</p> <p>Surge Support</p>	<p>Contractor is required to provide immediate specific skill set and/or caseload requirement which is of limited duration, which enables the government to successfully achieve additional mission objectives. Contractor must maintain a list of 60-80 pre-screened staff readily available to meet surge requirements within 10-20 business days.</p>	<p>The Government will establish milestones and/or deliverables within the surge support requirements. Government will monitor contractor progress in meeting milestone dates and/or deliverables via identified reporting mechanisms in the requirements definition.</p>	<p>Contractor will provide reporting and/or deliverables established in the surge support requirements.</p>	<p>Excellent: Contractor exceeds all surge support requirements within 0-5 days. Good: Contractor meets all surge support requirements within 6-10 days. Satisfactory: Contractor meets surge support requirements within 11-20 days Unsatisfactory: Contractor is unable to meet surge support requirements within 20 days.</p>

14	Reporting	<p>Contractor is required to track all case production and accuracy for every program and to log and/or track various case actions (i.e., open warrant referrals; expired cases, etc.).</p>	<p>Contractor will provide weekly case production / tracking reports to the Government.</p>	<p>Weekly case production / tracking reports provided by Contractor.</p>	<p>Excellent: Case production / tracking reports delivered to Government prior to designated date / time due with no or little reconciliation of information required; Good: Case production / tracking reports delivered to Government as scheduled with little to moderate reconciliation of information required; Satisfactory: Case production / tracking reports delivered to Government as scheduled with moderate reconciliation of information required. Unsatisfactory: Case production / tracking reports delivered to Government after designated due date / time with moderate to significant reconciliation of information required.</p>
Performance Area # 2 - Quality of Work					
15	Accuracy of adjudication decisions for IAD program	<p>Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.</p>	<p>The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.</p>	<p>Weekly Report provided by Contractor.</p>	<p>Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98%; Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%</p>

16	Accuracy of adjudication decisions for TWIC program	<p>Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.</p>	<p>The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.</p>	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%</p>
17	Accuracy of adjudication decisions for	<p>Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.</p>	<p>The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.</p>	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%</p>

18	Accuracy of adjudication decisions for AFSP program	Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during Government reviews.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP Website.	Weekly Report provided by Contractor.	<p>Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%</p> <p>Excellent: Contractor delivers all work products ahead of schedule with no errors Good: Contractor delivers all work products ahead of schedule with ≤ 2 errors Satisfactory: Contractor delivers all work products on time with > 2 but < 5 errors Unsatisfactory: Contractor delivers all work products on time with > 5 errors and/or Contractor delivers some or all work products late and/or with > 5 errors?</p>
19	Timeliness and Quality of Deliverables	Contractor is required to deliver work products identified in the deliverables table in a timely manner and of acceptable quality	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	See Deliverables Tables	
Performance Area # 3 - Contract Management					
20	Cost effective management	Contractor provides cost savings methods during the evaluation period. This includes monitoring cost for each additional program added during the life of the contract. This includes monitoring cost under surge support requirements. This does not include "ceiling increases" due to added populations.	Surveillance Method Government review of contractor provided cost savings requests.	Artifact/Deliverable Contractor provides cost savings requests in writing to the COTR and/or PM for implementation.	<p>Performance Rating</p> <p>Excellent: Contract managed costs below the estimated NTE for this period. And provided offered cost saving approaches. Good: Contract managed costs below the estimated NTE for this period. (Contractor Under-Ran the costs). Satisfactory: Contractor met the estimated NTE for this period. Unsatisfactory: Contractor over-ran the NTE for this period.</p>

2. AMENDMENT/MODIFICATION NO. P00009 3. EFFECTIVE DATE 12/01/2010 4. REQUISITION/PURCHASE REQ. NO. 2111201TTC600 5. PROJECT NO. (If applicable) 1 2

6. ISSUED BY CODE 20 Office of Acquisition 701 S 12TH STREET ARLINGTON VA 20598 7. ADMINISTERED BY (If other than Item 6) CODE 02 Operations Support 701 S 12TH STREET ARLINGTON VA 20598

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) FEDERATED IT INCORPORATED Attn: KYLE BUCHOLZ 1200 G STREET NW STE 800 Washington DC 200053814 9A. AMENDMENT OF SOLICITATION NO. (x) 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. X HSTS02-09-C-TTC822 10B. DATED (SEE ITEM 13) 05/27/2009 CODE 831678193 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 _____ copies 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 you 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) Net Increase: \$5,139.58 See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14. CHECK ONE X A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. 52.243-2 Changes-Cost Reimbursement 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 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Tax ID Number: 16-1615436 DUNS Number: 831678193 The purpose of modification P00009 is to incrementally fund re-adjudication services in support of the Alien Flight Student Program (AFSP) for cases that were processed between September 22, 2010 through October 4, 2010, to be completed by January 7, 2011, provide administrative changes to Sections F.3 (Period of Performance) and G (Personnel Security), incorporate the Performance Work Statement and QASP.

Delivery: 01/07/2011 Discount Terms: Net 30 Continued ...

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) Marlene Kratz 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED 12/1/10 (Signature of person authorized to sign) (Signature of Contracting Officer)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSTS02-09-C-TTC822/P00009

PAGE OF
2 2

NAME OF OFFEROR OR CONTRACTOR
FEDERATED IT INCORPORATED

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Delivery Location Code: TSA19 TRANS THREAT ASSESS AND CRED (TTAC) 701 S 12TH STREET Attn: SUSAN D. MCDERMOTT ARLINGTON VA 20598 Payment: US Coast Guard Financial Center TSA Commercial Invoices P.O. Box 4111 Chesapeake VA 23327-4111 Accounting Info: 5TVXXXA000D2011TVC060GE000023005700570TTC-57040005 00000000-252R-TSA DIRECT-DEF. TASK-D FOB: Destination Period of Performance: 05/27/2009 to 01/07/2015 Add Item 01001F as follows:				
01001F	AFSP Labor Re-Adjudication support services 12/1/10 through 1/7/11 Obligated Amount: \$4,840.93 Add Item 01002D as follows:	1	JB	4,840.93	4,840.93
01002D	Fixed Fee AFSP Re-Adjudication support services 12/1/10 through 1/7/11 Obligated Amount: \$119.46 Add Item 01003D as follows:	1	JB	119.46	119.46
01003D	Award Fee AFSP Re-Adjudication support services 12/1/10 through 1/7/11 Obligated Amount: \$179.19	1	JB	179.19	179.19

The purpose of modification P00009 is to incrementally fund the re-adjudication services in support of the Alien Flight Student Program for cases there were processed between September 22, 2010 to October 4, 2010, provide administrative changes to Section F.3 (Period of Performance) and Section G (Personnel Security), incorporate the Performance Work Statement (PWS), Quality Assurance Surveillance Plan (QASP).

Therefore the contract is modified as follows:

1. Incrementally fund this contract as follows:

CLIN	DESCRIPTION	QTY	UNIT	RATE	From	By	To	NTE Ceiling Adjusted
1001	Labor	1	JB	_____	\$5,618,222.89	\$4,840.93	\$5,623,063.82	\$5,768,242.35
1002	Base Fee	12	Months	4%	\$103,366.42	\$119.46	\$103,496.09	\$103,496.09
1003	Award Fee Pool	1	JB	6%	\$166,734.16	\$179.19	\$166,913.35	\$166,913.35
1004	Other Direct Cost	1	JB	_____	\$522,522.96	\$0.00	\$522,522.96	\$1,087,800.08
Total Funded Amount					\$6,410,846.43	\$5,139.58	\$ 6,415,996.22	\$7,121,610.94

The NTE ceiling for the base fee and award fee pool were increased due to the additional work required to re-adjudicate the cases.

2. The accounting and appropriation data are as follows:

2111201TTC600	5TVXXXA000D2001TVC060GE000023005700570TTC-5704000500000000-252R
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3. F.3 Period and Place of Performance

ADD & Incorporate:

Federated IT shall provide all personnel, equipment, tools, materials, supervision, other items, and non-personnel services necessary to perform adjudication services as defined in this contract at **3076 Centreville Road, Suite 200, Herndon, VA 20171, 132 National Business Parkway, Annapolis Junction, MD 20701, 121 South Tejon Street, Suite 1200, Colorado Springs, CO 80903.**

4. G) Personnel Security

ADD and Incorporate:

“Contractor personnel shall possess a minimum of SECRET clearance and/or possess an Interim SECRET for all adjudicators and staff performing adjudication and post adjudication services at the Adjudication Center located in Herndon, VA.

Contractor personnel shall possess a minimum of TOP SECRET clearance for all adjudicators and staff performing adjudication and post adjudication services at TSA Headquarters office located in Arlington, VA. A current TOP SECRET clearance is required for contractor staff performing adjudication support and risk assessment services in the TTAC Investigation Referrals and Analysis (IR&A) Division located at TSA HQ.

The contractor is responsible for handling and marking “For Official Use Only” (FOUO) information in accordance with DHS Directive (MD 11042.1) “Safeguarding Sensitive but Unclassified FOUO Information.” The contractor is responsible for handling and marking “Sensitive Security Information” (SSI) in accordance with DHS Directive (MD 11056.1) Sensitive Security Information. The contractor is responsible for signing DHS Form 11000-6, Sensitive But Unclassified (SBU) Information Non-Disclosure Agreement upon initiation of work for TSA. The contractor will provide a copy to the COTR for the contract file.

(a) The Contractor’s access to classified material is restricted to TSA Headquarters (HQ), 601 South 12th Street, Arlington, VA 20598 and the contractor’s facility located at 3076 Centreville Road, Suite 200, Herndon, VA 20171.

(b) The following restrictions shall apply to this contract:

1. Contractor shall access Top Secret and SCI material only at TSA Headquarters (HQ), located at 601 South 12th Street, Arlington, VA 20598 or another approved DHS facility. The contractor is not authorized to access, process, or store Top Secret or SCI at the contractor locations or facilities.

2. Contractor shall only access/store up to Secret-level non-SCI material at the place of performance located at 3076 Centreville Road, Suite 200, Herndon, VA 20171.

3. All contractor personnel assigned to this contract shall possess security clearances issued by the DSS commensurate with the level of required access to classified information that is directly in support of this contract. Contractor personnel who are specifically designated as requiring access to Sensitive Compartmented Information (SCI) must be eligible under the provisions of the Paragraph 5, DCIS 6/4 and Paragraph e, Intelligence Community Directive (ICD) 704 without exception.

4. All contractor personnel requiring access to SCI as part of this contract effort must be approved and indoctrinated by DHS. Requests for Access will be submitted by the government project manager who can validate the justification for access. If approved for access, contractor personnel will receive an indoctrination briefing by TSA SSO security staff prior to being granted access to

SCI. All personnel security reporting requirements of the DCID 6/4 and ICD 704 will be made directly to the TSA SSO. Prior to leaving this contract, personnel will be scheduled for debriefing with the TSA SSO.

5. The Contractor will store and safeguard classified material in accordance with the applicable DCIDS or ICIDs at the TOP SECRET level in support of program office requirements. Additionally, for TOP SECRET and below information only, in accordance with the Department of Defense (DOD) Manual 5220.22-M, "National Industrial Security Program Operating Manual (NISPOM) for Safeguarding Classified Information," Chapter 5, Section 5-502, the contractor is authorized to disclose TSA classified information to cleared subcontractors when access is necessary to perform tasks or services for fulfillment of a prime or sub-contract. In accordance with the NISPOM, Chapter 5, Section 5-506, the contractor shall not disclose classified information received or generated under this TSA contract to any other Federal agency unless specifically authorized in writing by the TSA Program Office that has classification management jurisdiction over the information and the TSA Contracting Officer Technical Representative (COTR). In accordance with the NISPOM, Chapter 5, Section 5-509, the contractor shall not disclose classified information to another contractor except to support a contract, subcontract or other TSA purpose.

6. Subcontracting requires prior approval of the GCA.

7. Visits by contractor employees will only be certified by DHS when such visits are conducted as part of the contract effort.

8. SCI will not be released to contractor employees without specific approval of the originator of the material as outlined in governing directives and based on prior DHS approval and certification of their need-to-know. Inquiries pertaining to classification guidance and safeguarding procedures for SCI generated under this contract will be directed to the responsible Special Security Officer (SSO).

9. SCI provided in support of this contract remains the property of DHS or its component agency originator. Upon completion or cancellation of the contract, SCI materials will be returned to the direct custody of the responsible SSO, or destroyed in accordance with instructions outlined by the Contracting Officer.

5. Replace Section C, Statement of Objectives with the attached Performance Work Statement
6. Incorporate into Section J of the contract, Attachment 03, Quality Assurance Surveillance Plan

END OF MODIFICATION P00009

Performance Work Statement

Adjudication Services

HSTS02-09-C-TTC822

Part 1: General information

Federated IT shall provide all personnel, equipment, tools, materials, supervision, other items, and non-personnel services necessary to perform adjudication services as defined in this Performance Work Statement (PWS) at **3076 Centreville Road, Suite 200, Herndon, VA 20171, 132 National Business Parkway, Annapolis Junction, MD 20701, 121 South Tejon Street, Suite 1200, Colorado Springs, CO 80903**. Federated IT shall perform to the standards in this contract.

1.2 Background:

In support of the TSA mission, the Transportation Threat Assessment and Credentialing (TTAC) Security Threat Assessment (STA) adjudicators are responsible for conducting STAs for every transportation worker or individual seeking to obtain an endorsement, credential, access and/or privilege (hereafter credential). The critical component most relevant to executing this task is recruiting, training, and retaining staff capable of sustaining performance to TSA standards. The programs covered in this requirement include, but are not limited to:

- Aviation Worker (AW) Program
- Hazardous Material Endorsement (HME) Program for Commercial Driver's Licenses (CDLs)
- Transportation Worker Identification Credential (TWIC) Program
- Indirect Air Carrier (IAC) Air Cargo Program
- Certified Cargo Screening Program (CCSP)
- Alien Flight Student Program
- Federal Aviation Administration, Airmen Certificate Vetting Program
- Chemical Facilities Anti-Terrorism Standards

1.3 Objectives:

Federated IT designed its performance measurement methodology to provide TTAC with access to operational data and reports for assessment, analysis, and decision-making. Federated IT will enable TTAC to access both metric achievement data and the raw data on which our calculations are based. Performance requirements will be mapped to work elements, deliverables, and quality standards as defined in the contract. Fulfilling these objectives will improve current adjudication service operations, increase accuracy rates, and daily output workloads.

1.4 Scope:

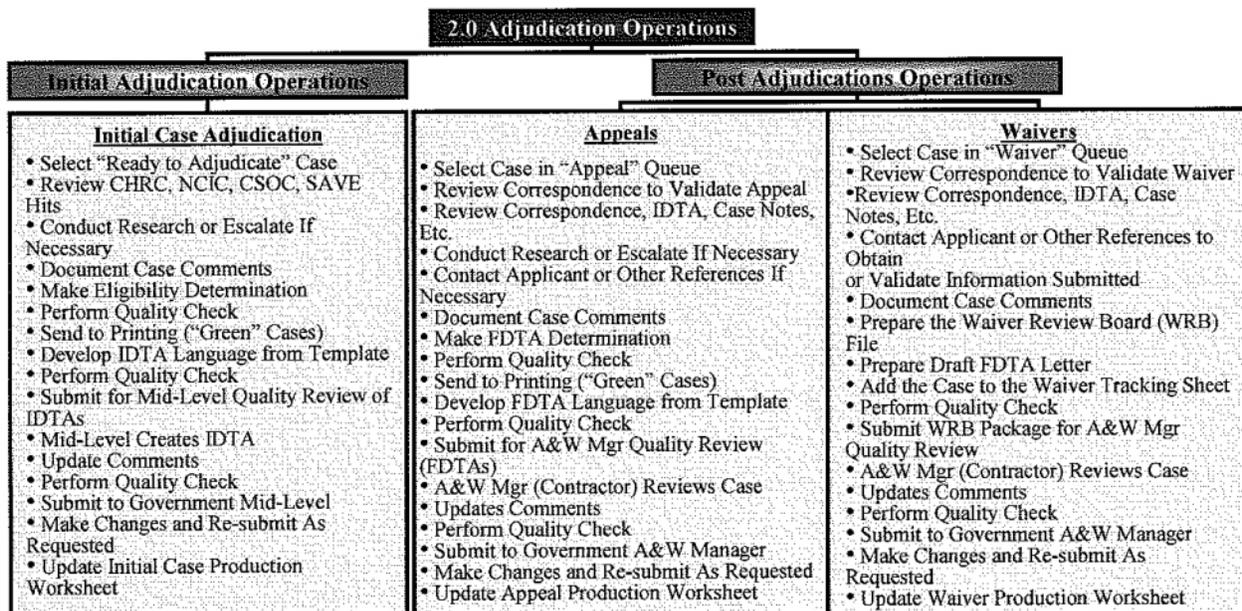
The scope of this effort requires full range of adjudication services support to TSA programs to conduct STAs. TTAC Adjudication services will use a combination of government and contractor resources to review and complete STAs. This PWS reflects current DHS TSA policies and practices and current operational caseloads and Acceptable Quality Levels (AQLs). It is anticipated that the specific

adjudication requirements and resulting objectives will change over the life of the contract, which could potentially result in TSA modifying the contract to incorporate in-scope changes.

Federated IT will access government or commercial databases to conduct research and obtain case information. Federated IT, in conjunction with TTAC, will use web-enabled TSA systems as primary tools for gathering, viewing, and synthesizing information needed to conduct STAs and render decisions. Federated IT will check applicant information against results of the following databases, depending on STA requirements, for the specific requirements for each program in order to make a credential decision:

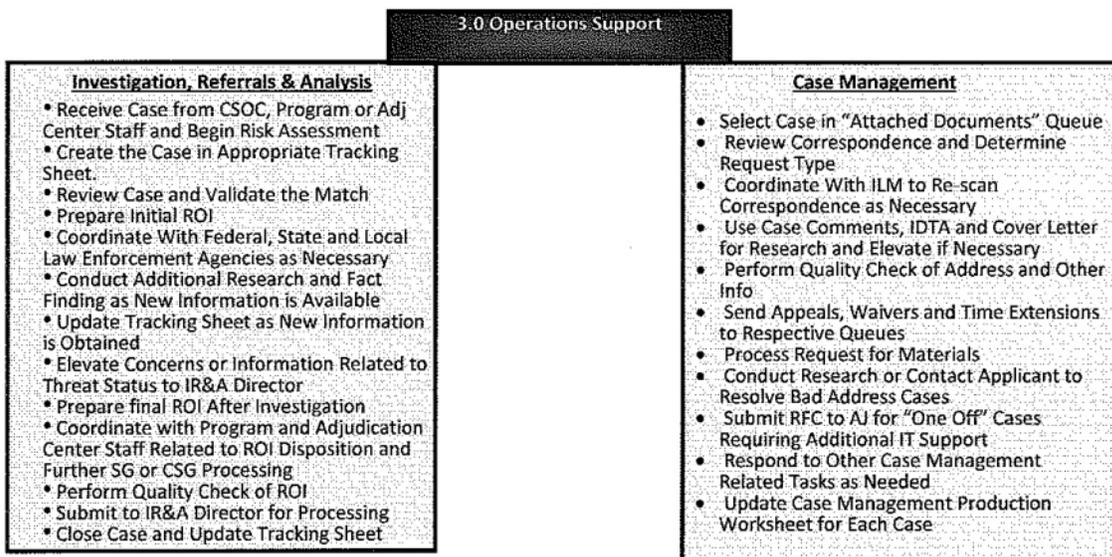
- Open Wants and Warrants from the National Crime Information Center (NCIC)
- Criminal History Record Check (CHRC) via the Integrated Automated Fingerprint Identification System (IAFIS)
- Intelligence check using the TSA Colorado Springs Operations Center (CSOC)
- Immigration eligibility/citizenship check from the Systematic Alien Verification for Entitlement Verification Information System (SAVE VIS) and other applicable systems

Federated IT will perform Adjudication Operations activities as described in Work Breakdown Structure (WBS) element 2.0 below Adjudication steps fall into two primary phases: initial adjudication and post adjudication. Initial adjudication involves logging onto the adjudication system, reviewing applicant and case background check information, conducting investigations or referrals when required, rendering a credential eligibility decision, documenting the decision, and writing letters to applicants who are may not meet eligibility requirements. Post-adjudication, or Redress, involves more senior-level personnel managing applicant appeal requests, waiver requests, waiver review boards, case research, Administrative Law Judge proceedings and other activities relating to providing legal due-process to applicants seeking redress for the initial eligibility determination. The entire Federated IT adjudication operations staff will adhere to the processes established for processing cases within their respective systems and in accordance with established federal regulations, security directives, Adjudication Center Standard Operating Procedures (SOPs), guidelines, policies, and the Adjudication Proficiency Standards and Training Plan.



Federated IT will perform Operations Support activities as described in WBS element 3.0 below. The Operations Support staff will support the Investigation, Referrals, and Analysis (IR&A) Division and case management activities associated with all of Adjudication Operations. Federated IT will provide the personnel with law enforcement experience, who possess the skill set to work with the law enforcement community (external stakeholders) and who have the experience to develop high-quality Reports of Investigation (ROI). Federated IT investigators will process investigation requests, perform the investigative activities described below, coordinate with the law enforcement community, create case files, and prepare the ROI's for each case. Quality assurance will be in coordination with Federated management and Government management to ensure high-quality service and that all cases are accurately tracked using the secure Government tracking tools.

Case management activities will be performed in support of all Adjudication operations, i.e., initial, post, and IR&A. Federated IT will perform case management activities to manage the work queues within the Screening Gateway (SG), Consolidated Screening Gateway (CSG), and IR&A systems, to identify and process cases that require additional case management and resolution support. These include ROIs, requests for time extensions, unknown documents, and bad address corrections.



1.5 Acceptable Quality Levels

Federated IT expects to improve adjudication services operations through this contract in several ways. Primary among these is to increase the average adjudication accuracy rate and average output for all cases as per defined in the Acceptable Quality Level table below and in this PWS. Additional AQL's will be defined and added to this PWS as the program populations are added to the scope of this contract.

Program	Average Number of Cases per Day per Initial Adjudicator	Average Adjudication Accuracy Rate for all Cases
AW Program	250	95%
HME Program	150	95%
CFATS Program	3-4 per month*	95%
FAA ACVP Program	20 per month*	75%
AFSP Program (Document Review & Processing)	68	95%
AFSP Adjudication	84	95%
TWIC Program	120	95%
Overall Case Production for each program is the percentage of cases closed within 5 days of receipt: 95%		

Federated IT shall meet the minimum acceptable accuracy rates and output per program. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level review. Rejection of a case is based on critical errors made by the originating Initial Adjudicator. A Critical Error is the incorrect assessment (a decisional error) or incomplete adjudication of a case. "Incorrect" refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. "Incomplete" refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication process. The Overall Case Production is the percentage of cases closed during initial adjudication.

Federated IT initial adjudicators will continue to receive on-the-job training as needed, usually from their assigned (Federated IT) mid-level approver, to enhance their understanding of criminal and immigration eligibility/citizenship adjudication to include research practices, case-processing protocol, and administrative requirements. (Federated IT) Initial adjudicators assign their cases to their assigned mid-level approver for review and further action unless otherwise directed by the Federated IT Program Manager (PM).

The Overall Case Production is the percentage of cases closed during Initial Adjudication. "Closed" cases are those cases closed with no qualifying factors and those cases that have been issued an Initial Determination of Threat Assessment (IDTA) due to potentially disqualifying factors.

Federated IT agrees to not be in compliance with the contract if one or more of the following occur:

- Federated IT does not meet the minimal number of cases/day per initial adjudicator for a period of one (1) quarter of the year for any program; or
- Federated IT does not meet the AQL for a period of one (1) quarter of the year for any program; or
- Federated IT does not meet the Overall Case Production AQL for a period of one (1) quarter of the year for any program;
- Federated IT may request a waiver for non-compliance based on extenuating circumstances to the Contracting Officer's Technical Representative (COTR) when not in compliance, but before the period of one (1) quarter of the year has expired.

Federated IT adjudicators that do not meet minimum TTAC Adjudication Proficiency Standards within specified timeframes are to receive additional training. Adjudicators that do not show improvement within 30 days will be placed on a performance improvement plan (PIP) to afford the adjudicator a final opportunity to meet Adjudication Proficiency Standards. Adjudicators that fail to meet Adjudication Proficiency Standards at the end of the PIP must be removed from the contract.

1.6 Performance Management Plan

Federated IT will manage this contract’s performance centered around meeting the Critical Success Factors (CSF) identified in our proposal and the AQLs defined in the contract and support TTAC’s changing requirements and provide scalability to meet future requirements. Federated IT will increase the accuracy rate and average output of adjudicators for all cases, and meet or exceed all AQLs and other agreed-to performance metrics. Federated IT will scale to meet the estimated monthly caseloads and surge requirements, will reduce adjudication costs and streamline operations support activities, while effectively managing risk across all aspects of operations. Federated IT’s Performance Management Plan (PMP) will have the following five component sections:

<i>PMP COMPONENT SECTIONS</i>	
Staffing Plan.	Federated It will provide a well-trained, experienced adjudication staff with the skills required to lead and train all adjudicators. Entire adjudication staff will be trained and self-certified to process cases independently . This component will result in immediately improving the accuracy and timeliness of case processing and increases overall case output.
Management and Reporting.	Federated IT will manage daily activities using a work breakdown structure that clearly identifies and defines actions required to meet contractual mission requirements. Federated IT will provide periodic reports that present metrics that accurately reflect contract performance objectives and requirements.
Training.	Federated IT will institute a formal training curriculum built from TTAC’s proven training models to execute SOPs and document career progression. Applying a continuous process improvement regime to all processes and tasks.
Tools.	Job aids to help guide adjudicators. Implement cost-effective, web-based collaboration tools to enhance case tracking and reporting. Access to online databases (such as LexisNexis).
Reliable, High-Bandwidth, Secure IT Infrastructure.	The IT infrastructure solution incorporates TSA-approved products and best practices; and provides the necessary resources and secure internet access to perform adjudication operations.

The table below represents Federated IT’s Performance Standards and Compliance Measures to which the Federated IT Team is committed. The chart depicts the requirement from the PWS, the minimal performance standards defined to meet the requirement, and how Federated IT plans to monitor their performance.

<i>REQUIREMENT OBJECTIVES</i>	<i>PERFORMANCE STANDARDS</i>	<i>MONITORING METHODS APPLIED</i>
AQLs for Adjudication Services Per Program	AW Program <ul style="list-style-type: none"> 250 cases per day, per initial adjudicator, with 95% accuracy rate, & 95% of cases closed within 5 days of receipt 	<ul style="list-style-type: none"> Data Collected: Error & completion rates on adjudicated cases processed each week Frequency of Measurement: Weekly Data Source: Mid-level Reviews of adjudicated cases; & roll-up reports prepared from each program and adjudicator for the Weekly Activity and Performance Report (WAPR) Performed by: PM, Deputy PM, & Operations Managers
	HME Program <ul style="list-style-type: none"> 150 cases per day, per initial adjudicator, with 95% accuracy rate, & 95% of cases closed within 5 days of receipt 	

	<p>TWIC Program</p> <ul style="list-style-type: none"> 120 cases per day, per initial adjudicator, with 95% accuracy rate, & 95% of cases closed within 5 days of receipt 	
	<p>AFSP Program</p> <ul style="list-style-type: none"> 68 cases per day, per initial adjudicator for Document Review & Processing, with 95% accuracy rate 84 cases per day, per initial adjudicator for Adjudication, with 95% accuracy rate <p>**Steady State-Overall Case Production for Category 1 Applicants is the percentage of cases closed with 30 calendar days of receipt with a 95% accuracy rate</p> <p>***Steady State-Overall Case Production for Category 2, 3, and 4 Applicants is the percentage of cases closed with 5 business days of receipt with a 95% accuracy rate</p>	<ul style="list-style-type: none"> Data Collected: Daily contract performance metrics Frequency of Measurement: Monthly Data Source: Federated IT contract proposal Performed by: PM & Deputy PM
	<p>CFATS Program</p> <ul style="list-style-type: none"> 3-4 per month, with 95% accuracy rate, & 95% of cases closed within 10 days of receipt 	<ul style="list-style-type: none"> Data Collected: Daily contract performance metrics Frequency of Measurement: Monthly Data Source: Federated IT contract proposal Performed by: PM & Deputy PM
	<p>FAA ACVP</p> <ul style="list-style-type: none"> 20 per month, with 75% accuracy rate, & 95% of cases closed within 5 days of receipt 	<ul style="list-style-type: none"> Data Collected: Daily contract performance metrics Frequency of Measurement: Monthly Data Source: Federated IT contract proposal Performed by: PM & Deputy PM
Performance Management Plan (PMP)	<p>Federated IT will manage this contract's performance centered around meeting the AQLs defined in the contract and support TTAC's changing requirements and provide scalability to meet future requirements. The PMP will consist of a Staffing Plan, Management and Reporting plans, Training capabilities, Tools, and Reliable, High-Bandwidth, Secure IT Infrastructure</p>	<ul style="list-style-type: none"> Data Collected: Daily contract performance metrics Frequency of Measurement: Monthly Data Source: Federated IT contract proposal Performed by: PM & Deputy PM
Quality Control Plan	<p>Federated IT will establish and manage a formal Quality Control Plan (QCP) for the TTAC adjudication program based on established industry methodologies, best practices, and recognized standards.</p>	<ul style="list-style-type: none"> Data Collected: Daily contract performance metrics Frequency of Measurement: Monthly Data Source: Federated IT contract proposal Performed by: PM & Deputy PM
		<ul style="list-style-type: none">
Program Management Deliverables	<p>Weekly Report</p> <ul style="list-style-type: none"> Due weekly on the Tuesday of the week following the reporting period 100% delivery rate 	<ul style="list-style-type: none"> Data Collected: Confirmation of timely delivery of weekly status report to Government by email Frequency of Measurement: Weekly Data Source: Email system delivery and read receipts Performed by: PM & Deputy PM
	<p>Monthly Program Review (PMR)</p> <ul style="list-style-type: none"> Due monthly by the 10th calendar day of the month following the reporting period 100% delivery rate 	<ul style="list-style-type: none"> Data Collected: Confirmation of timely delivery of monthly status report to Government by email Frequency of Measurement: Monthly Data Source: Email system delivery and read receipts Performed by: PM & Deputy PM
	<ul style="list-style-type: none"> 	
IT Services Requirements	<p>Help Desk & End User Support Services</p> <ul style="list-style-type: none"> Receive help requests by email Respond to help requests within 20 minutes 	<ul style="list-style-type: none"> Data Collected: Email logs showing the receipt of, & response to email requests to the help desk Frequency of Measurement: Weekly Data Source: Email system log files and reports Performed by: PM, Deputy PM, & Network & Infrastructure Manager

	<p>Break/ Fix Support</p> <p>(Desktops, Servers, & LAN)</p> <ul style="list-style-type: none"> Resolve critical issues within one (1) hour Resolve major issues within two (2) hours Resolve minor issues within (12) hours 	<ul style="list-style-type: none"> Data Collected: Email logs showing the resolution of help desk requests Frequency of Measurement: Weekly Data Source: Email system log files and reports, vendor documentation (for warranty repairs, site visits, & replacement parts), & work logs kept by the IT Support Team Performed by: PM, Deputy PM, & Network & Infrastructure Manager
	<p>Certification & Accreditation</p> <ul style="list-style-type: none"> Achieve Interim Authority to Operate (IATO) NLT 6 months after IT Bill of Materials (BOM) approved. Achieve Full Authority to Operate (ATO) NLT the base year period of performance. 	<ul style="list-style-type: none"> Data Collected: BOM identified in proposal. Frequency of Measurement: Weekly/Monthly Data Source: IATO = FIPS 199, Systems Security Plan (SSP), PTS/PIA e-Authentication Workbook, Contingency Plan and Contingency Plan Test Results. ATO = ST&E Plan, Risk Assessment, IT Security Engineering – conducted security scans, updated SSP. Performed by: PM, Network & Infrastructure Manager, TTAC ISSO, TSA OCIO

1.7 Quality Control (QC):

Federated IT will develop and maintain an effective QC plan to ensure services are performed in accordance with this PWS. Federated IT will develop and implement processes and procedures to identify, prevent, and ensure non-recurrence of defective services. The QC plan will implement formal QC policies and processes that integrate quality steps into each phase of adjudication operations. Formal QC processes will be based on established industry methodologies and standards recognized for their capability to improve the effectiveness of program organizations, such as International Standards Organization (ISO) 9001:2000 standard, as well as TTAC program regulations and SOPs. The Federated IT QCP mandates a formal QC function with a QC Lead, and specifies formal quality activities to be performed by our adjudication team staff. The QC Lead will review samples of all work products for accuracy, completeness, and timeliness. The proposed QC checks are vital to assessing the Adjudication Center’s performance because the accuracy, completeness, and timeliness of adjudicated cases impacts adjudication cycle time, which in turn, drives Adjudication Center performance and customer satisfaction. The QC Lead will submit objective weekly reports to the Federated IT PM and these reports will be evaluated at the monthly Program Management Review (PMR).

The Federated IT QCP is designed to provide TTAC with operational data and reports for analysis, and to support decision-making. The general steps to the QCP include monitoring performance, reporting performance and tuning performance. Federated IT will continuously perform checks of completed cases to verify completion, accuracy, and timeliness. We will collect performance data weekly, and develop a historical repository of workload data. The results establish performance trends and indicators used by TSA for program planning and oversight. Federated IT will track data and trends on performance against contract requirements, and conduct weekly program monitoring to assess adjudication response time. All data and trends will be reported weekly and in the monthly PMR. All of these inputs feed into the Continuous Process Improvement (CPI) process to integrate lessons learned into contract performance, and ensure quality and performance improve over the life of the contract. If the data identifies a deficiency, Federated IT will perform casual analysis to identify cause. All causes will be verified, diagnosed, and resolved through preventive and corrective actions, and Federated IT will implement risk mitigation plans as required. If the deficiency is the result of the SG or CSG’s performance and/or systemic problems, Federated IT will coordinate with the Government Adjudication staff to identify, understand, resolve, and possibly train to improve those deficiencies or problems.

1.8 Quality Assurance:

As a Performance Based Service Contract (PBSC), Federated IT shall achieve and maintain a measurable level of performance. Through a Quality Assurance Surveillance Plan (QASP), the Government has an effective means to identify and track Contractor performance relative to acceptable quality performance levels. AQLs and objectives are identified in the PWS. The PWS sets forth the quality, quantity, and timeliness of the performance outputs to be delivered by the contractor, and not the steps required or the procedures used to provide the product or service. The inspection and/or surveillance methods of the performance will be defined in the QASP and shall be comprehensive, systematic, and well documented.

The QASP was developed pursuant to the objectives defined in the PWS for the PBSC for Adjudication Services support. In the spirit of "Alpha Contracting," the QASP will be shared with Federated IT to confirm that the QASP is fully understood, that no undue interference with contractor operations occurs, and that no cumbersome or intrusive process-oriented inspection to assess contractor performance will occur.

1.9 Staffing Plan

Federated IT will develop and maintain a staffing plan that addresses the challenges of placing qualified personnel in a fast-paced, dynamic, and performance-based environment. These individuals must be able to learn new information quickly, and retain and apply that information within an environment that requires strict adherence to a diverse range of directives, rules, and protocols. They must be able to interpret and apply federal privacy and security directives; federal, state, and local criminal laws; immigration laws and policies; and directives and guidance about applying terror and mental health-related factors against Federal security standards. They must also learn how to operate the SG and CSG applications. The Federated IT staffing plan will provide the right people that will achieve contract objectives. Federated IT will aggressively and deliberately identify candidates with the right mix of experience, education, skills, clearance, and desire to support the TTAC adjudication mission. Federated IT will develop detailed position descriptions aligned to the functions performed, systems used, responsibility, education, relevant experience, required skills, clearance level, and IT skills in each specific role. Federated IT will provide 34.5 Full Time Equivalent Staff at contract award in the following categories:

Program Manager: 1

(31) Adjudicators:

Senior Managers: 3 (one designated as the Deputy Program Manager)

Operations Managers: 2

Subject Matter Experts: 2

Senior Adjudicators: 2

Managers: 4

Adjudicators: 18

Sr. Network Engineer: 1

Mid-Level Network Engineer: 0.5

Office Manager: 1

Each of the 31 adjudicators and the PM (and any subsequent adjudicators) will progress through the TSA-provided adjudicator training to achieve desired adjudication proficiency levels.

Federated IT will provide surge support as required. Federated IT will maintain a pool of 60 to 80 pre-screened and cleared applicants (the total pool size could vary based on demand), from which we can quickly hire in the event we are required to scale up to meet surges in the case load. Federated IT will verify availability and interest of candidates' in the pool monthly. Upon notification of a surge requirement, Federated IT will immediately begin working to activate our surge staff. Federated IT will fill full-time and surge staff positions with qualified personnel within 10-20 business days.

1.10 Program Management

The Federated IT program management approach is designed to support TTAC's current-state operations. Federated will also scale up to support the vision "Center of Excellence" supporting numerous programs through a unified infrastructure. Federated IT activities are guided by best practices documented in the Program Management Institute (PMI) Program Management Body of Knowledge (PMBOK). Program Management activities include work elements related to Administration, Quality Control and Knowledge Center support of all program activities, work products, stakeholder relationships, tracking and control activities, measurement and metrics, and other program support as requested. These program activities are identified in the chart below.

<i>KEY PROGRAM MANAGEMENT ELEMENTS AND ACTIVITIES</i>		
Program Administration Cost, Schedule, Performance Contract Administration Personnel Security Activities Surge Planning Staffing & Retention Reporting and Deliverables	Quality control Quality Control Compliance and Audits Continuous Process Improvement (CPI)	Knowledge Center Stakeholder Outreach Formalization of Best Practices Technology Innovation Strategy Implementation SME Reviews

The Federated IT program management approach provides the organization, processes, and controls needed to ensure the success of this performance-based contract. Specifically, Federated IT will ensure timely and accurate determination of STAs; provide effective case management; possess open lines of communication; provide effective collaboration across all aspects of operations; apply consistent execution of the STA process; provide continual performance improvements in the STA process; and provide well-trained and disciplined staff to apply domain knowledge to increase the accuracy and throughput of STAs.

1.11 Continuous Process Improvement to STA Mission Support

Federated IT will provide Continuous Process Improvement (CPI) objectives to improve adjudication services operations, which includes increasing the adjudication accuracy rate and output for all cases as defined in the AQL and implementation of a solution that is scalable to meet future requirements. Federated IT will baseline all adjudication processes, and formalize and document SOPs that ensure a repeatable adjudication process. Federated IT will then place the SOPs under configuration control under the direction of the TSA staff. These SOPs will serve as the basis for performance benchmarks that will be continuously refined as part of the CPI. Federated IT will use this baseline to measure the impact of new tools and processes. The chart below represents some performance areas Federated has identified and our approach to improve performance through CPI.

<i>PERFORMANCE AREA AND IMPACT</i>	<i>APPROACH TO IMPROVE PERFORMANCE</i>
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PERFORMANCE AREA AND IMPACT	APPROACH TO IMPROVE PERFORMANCE
Staff – Reduces program costs and case backlogs.	A high quality staff developed from strict recruiting guidelines aligned to every role on the team Maintain a pool of 60-80 pre-screened candidates to address future and surge staffing needs Training program that is aligned to specific roles and objective quality standards for performance Compensation and benefits packages that exceed industry standards and that motivate each employee with incentives.
IT and Infrastructure – Reduces case backlogs and ensure the availability, confidentiality and integrity of information.	Redundant IT infrastructure that replicates IT operational capability at the alternate facility Use of hardware and software that complies with TSANet access requirements and TSA's Enterprise Architecture (EA) Technical Resource Model (TRM) Desktop hardware solution that enables processing of cases on multiple screens, enabling faster and more accurate adjudication of cases Web-based SharePoint collaboration site that retains information, reducing the risk of data loss and enabling CM of data, job aids, and processes TSA-approved encryption software on all hard drives in the event computers are lost or stolen Voice Over Internet Protocol (VOIP) phone system, which offers high fidelity and integration with MS Exchange for Voice Mail The LANs can be reconfigured to provide access to TSANet. This requires implementing a new LAN segment that would connect to TSANet using an IP Security (IPSec) virtual private network (VPN). This would enable the secure "tunneling" of applications such as: Outlook email; porting of government staff TSA phone numbers to the contractor site (via a VOIP phone system); dedicated workstations for running NCIC checks; and access to other TSANet resources. To implement this option, Federated IT will work with the Office of the Chief Information Security Officer (OCISO) within TSA Information Technology Solutions delivery, and the TSANet System Owner.
Processes and Tools – Reduces case processing cycle times, while increasing accuracy.	Benchmarking processes during transition and implementing a formal CIP regime aligned to training program Access to the FBI NCIC database, enabling secure queries that provide additional information and speed up case processing Use of commercial and open source resources to support research efforts
Management and Reporting – Provide managers with the requisite skill sets to serve as SMEs, motivate staff and provide sound business advice; support accurate and real-time reporting that reduces the level of effort of assembling and preparing	A management team consisting of retired Federal Government law enforcement, immigration, and intelligence professionals Use of PMBOK and ISO 9000:2001 quality standards to guide program management practices Web-based SharePoint collaboration tool that ensures version control and accuracy of information for reporting, including formalized and ad-hoc reports Stakeholder outreach that enables our management team to forecast operational workload increases, and mitigate resulting backlogs by proactively making adjustments
Future Requirements – Provide sound business advice about leveraging available resources to implement improvements that align with future requirements to include the Universal Fee Rule or other applicable mandates.	Implementation of a Knowledge Center to address emerging technologies and programs, and provide innovative solutions for TTAC strategy and planning Stakeholder outreach that enables our management team to forecast and document operational needs for use in planning TTAC's evolution Adaptable operational model that supports future planning efforts through structured approach to capturing costs associated with various operational elements and Programs and that can scale up or down with operational load or implementation of new technologies
Training – Supplement the initial Government-provided training with training from Kenneth Sudol and Associates	Develop and maintain a training plan that defines: career paths for Adjudication Center operations; training of new hire and surge staff; remedial training to address quality trends; and an objective and role-based certification program. Conduct initial and annual refresher training to ensure staff remain current on adjudication trends, technologies and processes. Leverage the training experience of CANDAs Solutions, which has experience developing a role-based training and certification program.

1.12 Hours of operation or place of performance:

Federated IT is responsible for conducting operations between the hours of 0600 to 2000 Monday through Friday except federal holidays or when the government facility is closed due to local or national emergencies, administrative closings, or similar government-directed facility closings. Business hours operations will be met with a staggered staff to accommodate the 14 hour-day coverage requirements. Federated IT will at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the reasons stated herein.

Federated IT's primary place of performance is:

1) Contractor Leased Facility: 3076 Centreville Road, Suite 200, Herndon, VA 20171

2) TSA Headquarters (HQ): 601 South, 12th Street, Arlington VA 20598

The Contractor may be requested to perform infrequent tasks at the TSA HQ location. This requirement is for temporary support and is not anticipated to become an alternate location.

3) CSOC: Colorado Springs, Colorado 121 South Tejon, Suite 1200, Colorado Springs, CO 80903

The Contractor may be requested to staff a minimal number of positions currently listed under this contract, at the CSOC location.

4) AJOC: Annapolis Junction MD 132 National Business Parkway (NBP), Annapolis Junction, MD 20701

The Contractor may be requested to staff a minimal number of positions currently listed under this contract, at the AJOC location.

1.13 Deliverables

Federated IT will provide the following additional deliverables as requested by TSA:

<i>DELIVERABLE</i>	<i>PURPOSE AND VALUE</i>	<i>DATA SOURCES</i>
Quality Control Reports	<ul style="list-style-type: none">QC Reports include process audits & QC results, recommendations, & QC activities Scheduled for the next reporting period	<ul style="list-style-type: none">QC Process AuditsQC Product Checks
Ad Hoc Deliverables	<ul style="list-style-type: none">Recommendations for organization, process & tools changes resulting from QC, CPI, & risk analyses	<ul style="list-style-type: none">Continuous Process Improvement ActivityRisk Analysis
Meeting Minutes	<ul style="list-style-type: none">Discussion content summary, decisions & action items taken in meetings	<ul style="list-style-type: none">Deliverable ReviewsCollaborative team analyses
	<ul style="list-style-type: none">	<ul style="list-style-type: none">
	<ul style="list-style-type: none">	<ul style="list-style-type: none">
Security Program Plan	<ul style="list-style-type: none">Documents the comprehensive approach for managing security under the contract	<ul style="list-style-type: none">Due 10 days prior to IATO initiation
Final Security Program Plan	<ul style="list-style-type: none">Documents the comprehensive approach for managing security under the contract	<ul style="list-style-type: none">Due 15 days prior to ST&E schedule.
Transition Handbook	<ul style="list-style-type: none">Documents the transition schedule and provides checklists for all major transition tasks	<ul style="list-style-type: none">Upon contract award

Attachment 03

**QUALITY ASSURANCE
SURVEILLANCE PLAN
(QASP)**

**Adjudication Services
HSTS02-09-C-TTC822**

Issued

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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1 INTRODUCTION

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) entitled Performance Work Statement, Adjudication Services, HSTS02-09-C-TTC822 and the award fee determination plan (AFDP) entitled Transportation Threat Assessment and Credentialing Adjudication Services Award Fee Determination Plan. This QASP sets forth the procedures and guidelines that the Office of Transportation Threat Assessment and Credentialing (TTAC) will use in ensuring the required performance requirements and services levels are achieved by Federated IT.

1.1 Purpose

1.1.1 The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the Federated IT is meeting the performance requirements/quality levels identified in the PWS and the Federated IT's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

1.1.2 This QASP identifies the performance requirements, defines the methodologies used to monitor and evaluate the Federated IT's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

1.2 Performance Management Approach

1.2.1 The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the Federated IT should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by TTAC to monitor and manage the Federated IT's performance to ensure the expected outcomes or performance objectives communicated in the PWS and AFDP are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the Federated IT.

1.2.2 Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the Federated IT to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the Federated IT flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 Performance Management Strategy

1.3.1 The Federated IT is responsible for the quality of all work performed. The Federated IT measures that quality through the Federated IT's own quality control (QC) program. QC is work output, not

workers, and therefore includes all work performed under this contract regardless of whether the work is performed by Federated IT employees. The Federated IT's QCP will set forth the staffing and procedures for self-inspecting the acceptable quality levels (AQL), timeliness, responsiveness, quality of deliverables, and other performance requirements in the PWS. The Federated IT will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The Federated IT's QCP will set forth the staffing and procedures for self-inspecting the AQLs, timeliness, responsiveness, quality of deliverables, and other performance requirements in the PWS. This QASP enables the government to take advantage of the Federated IT's QC program.

1.3.2 The government representative(s) will monitor performance and review performance reports furnished by the Federated IT to determine how the Federated IT is performing against communicated performance objectives. The government will make determination regarding incentives based on performance measurement metric data and notify the Federated IT of those decisions. The Federated IT will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2 ROLES AND RESPONSIBILITIES

2.1 The Contracting Officer

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the contracting officer's technical representative (COTR), quality assurance representative (QAR), or program manager (PM) and the Federated IT. The CO will designate one full-time COTR, Jill Smith, as the government authority for performance management. The QAR and/or PM will serve as technical inspectors and provide Federated IT performance measurement information to the COTR.

2.2 The Contracting Officer's Technical Representative

The COTR is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COTR limitations are contained in the written appointment letter. The COTR is responsible for technical administration of the project and ensures proper government surveillance of the Federated IT's performance. The COTR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the Federated IT deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COTR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the Federated IT's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

3 IDENTIFICATION OF REQUIRED PERFORMANCE REQUIREMENTS/QUALITY LEVELS

The required performance requirements and/or quality levels are included in the PWS, AFDP and in Attachment 1, Performance Requirements Summary Table.

4 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate Federated IT performance when appropriate. The primary methods of surveillance are:

- The government will monitor weekly reports provided by the Federated IT. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway or other electronic adjudication support systems.
- Random monitoring, which shall be performed by the COTR or designated inspector.
- Periodic inspections – COTR and designated inspectors typically perform periodic inspections on a monthly basis.

4.2 Acceptable Quality Levels

The AQLs included in Attachment 1, Performance Requirements Summary Table, for Federated IT performance are structured to allow the Federated IT to manage how the work is performed while providing positive incentives for exceeding AQLs and negative incentives for performance shortfalls.

5 QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance requirements are expressed in the PWS and is assessed using the performance monitoring techniques shown in Attachment 1.

5.2 Evaluation and Performance Assessment Reports (ePARs)

The COTR, PM, and QAR continuously assess Federated IT products and services over the course of the evaluation period, and are responsible for documenting those assessments relevant to specified Evaluation Criteria. This is the method required for formal documentation of strengths and weaknesses of Federated IT products/services for the established Evaluation Criteria. ePAR should be prepared for every contractually required document or other deliverable required by the Evaluation Criteria in order to provide the best basis for evaluation of Federated IT performance. The government will provide Federated IT with copies of all ePARs prepared within fifteen (15) business days of completion or within fifteen (15) days after the evaluation period. The COTR will ensure that ePARs are prepared and completed for each Evaluation Criteria within fifteen (15) calendar days after the end of the evaluation period. This includes Evaluation Criteria to which the COTR assigns a performance rating of “Not Applicable” for the evaluation period.

5.3 Monthly Federated IT Performance Feedback

The Government will provide Federated IT performance feedback for all Evaluation Criteria on a monthly basis as a part of the Program Management Review (PMR) for this contract. This feedback is intended to provide Federated IT with insight into current performance levels and any areas of concern. The COTR and QAR will retain a copy of all completed QA surveillance forms.

6 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

6.1 Determining Performance

6.1.1 The government will use the monitoring methods cited to determine whether the performance requirements/service levels/AQLs have been met. If Federated IT has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels. Failure to meet AQLs may result in a reduction from the award fee pool in accordance with the AFDP.

6.2 Reporting

6.2.1 At the end of each month, the QAR will prepare a written report for the COTR, ACO and PM summarizing the overall results of the quality assurance surveillance of the Federated IT's performance. This written report, which includes the Federated IT's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the Federated IT is meeting the stated objectives and/or performance requirements.

6.3 Reviews and Resolution

6.3.1 The COTR may require the Federated IT's project manager, or a designated alternate, to meet with the CO, ACO, PM and other government personnel as deemed necessary to discuss performance evaluation. The CO will define a frequency of in-depth reviews with Federated IT, including appropriate self-assessments by the Federated IT; however, if the need arises, Federated IT will meet with the COTR, QAR, or PM as often as required or per Federated IT's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Issues arising from the performance monitoring processes

6.3.2 The QAR must coordinate and communicate with Federated IT to resolve issues and concerns regarding marginal or unacceptable performance.

6.3.3 The COTR, ACO, QAR, PM and Federated IT should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the CO/ACO.

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY
ACCEPTABLE QUALITY LEVELS (AQL)

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
1	Cases per day completion, on average, per initial adjudicator for HME program	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: HME Program = 150 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements; Good: Contractor completes > AQL levels defined in contract; exceeds Accuracy requirements; Satisfactory: Contractor completes > AQL levels defined in contract; meets Accuracy requirements; Unsatisfactory: Contractor completes < AQL levels defined in contract.
2	Cases per day completion, on average, per initial adjudicator for TWIC program	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: TWIC Program = 120 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements; Good: Contractor completes > AQL levels defined in contract; exceeds Accuracy requirements; Satisfactory: Contractor completes > AQL levels defined in contract; meets Accuracy requirements; Unsatisfactory: Contractor completes < AQL levels defined in contract.
3	Cases per day completion, on average, per initial adjudicator for AVW program	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator (adjudicators performing self-approver role). AQL levels defined in contract: AVW Program = 250 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements; Good: Contractor completes > AQL levels defined in contract; exceeds Accuracy requirements; Satisfactory: Contractor completes > AQL levels defined in contract; meets Accuracy requirements; Unsatisfactory: Contractor completes < AQL levels defined in contract.

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
4	Cases per day completion, on average, per initial adjudicator for AFSP program	Contractor is required to meet number of cases per day, on average, per trained initial adjudicator. AQL levels defined in contract: AVW Program = 84 cases per day.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP website.	Excellent: Contractor completes > AQL Levels defined in contract; exceeds Accuracy requirements; Good: Contractor completes > AQL levels defined in contract; exceeds Accuracy requirements; Satisfactory: Contractor completes > AQL levels defined in contract; meets Accuracy requirements; Unsatisfactory: Contractor completes < AQL levels defined in contract.
5	Overall Case Production for HME program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of >95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%
6	Overall Case Production for TWIC program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of >95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%
7	Overall Case Production for AVW program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 5 days of receipt.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of >95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
8	Overall Case Production for Category 1 cases for AFSP program	Contractor is required to produce cases in a timely manner, closing 95% of all cases within 30 days of receipt for each application.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP website.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of >95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%
9	Overall Case Production for Category 2, 3 and 4 cases for AFSP program	cases in a timely manner, closing 95% of all cases within 5 days of receipt for each application.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the AFSP website.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of >95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%
10	Post adjudication (Redress) completion for HME program	Contractor is required to prepare and complete case files for applicant appeal requests, waiver requests, waiver review boards, case research for Administrative Law Judge proceedings as assigned by the Government. Contractor is required to review documentation for appeal and/or waiver redress requests, prepare responses to Requests for Releasable Materials, prepare Final Request letters, and/or Waiver Review Board Packages. Contractor is required to correctly adjudicate redress cases based on documentation provided and/or to request additional documentation from applicants as appropriate.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor completes all cases assigned with no errors; Good: Contractor completes cases 75% to 99% of cases assigned in contract with no errors; Satisfactory: Contractor completes 50% to 74% of cases assigned with < 3% error rate; Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.
11	Post adjudication (Redress) completion for TWIC program	Contractor is required to prepare and complete case files for applicant appeal requests, waiver requests, waiver review boards, case research for Administrative Law Judge proceedings as assigned by the Government. Contractor is required to review documentation for appeal and/or waiver redress requests, prepare responses to Requests for Releasable Materials, prepare Final Request letters, and/or Waiver Review Board Packages. Contractor is required to correctly adjudicate redress cases based on documentation provided and/or to request additional documentation from applicants as appropriate.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor completes all cases assigned with no errors; Good: Contractor completes cases 75% to 99% of cases assigned in contract with no errors; Satisfactory: Contractor completes 50% to 74% of cases assigned with < 3% error rate; Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
12	Overall Case Production for IR&A programs (FAA and CFATS)	Contractor is required to prepare and complete case files as assigned by the Government. Contractors will review subject derogatory information associated with TSA-provided Vetting Match Reports (VMR) and correctly adjudicate cases based on documentation provided and/or to request additional documentation from applicants as appropriate. The contractor will prepare investigative reports (IR) detailing initial investigative findings and/or prepare supplemental investigative reports (SIR) as additional key case information is obtained. Contractor is responsible for building and maintaining case files, inputting case updates into the TSA tracking system, conducting follow-up actions for all assigned and open cases, and conducting quality assurance reviews of case work. Contractor will prepare final reports of investigations (ROI) that provide specifics of the threat or no-threat posed by a subject.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from Government Team Lead (Red, Blue, etc.)	Excellent: Contractor completes all cases assigned with no errors; Good: Contractor completes cases 75% to 99% of cases assigned in contract with no errors; Satisfactory: Contractor completes 50% to 74% of cases assigned with < 3% error rate; Unsatisfactory: Contractor completes < 50% of cases assigned OR has >3% error rate.
13	Surge Support	Contractor is required to provide immediate specific skill set and/or caseload requirement which are of limited duration, which enables the government to successfully achieve additional mission objectives. Contractor must maintain a list of 60-80 pre-screened staff readily available to meet surge requirements within 10-20 business days.	The Government will establish milestones and/or deliverables within the surge support requirements. Government will monitor contractor progress in meeting milestone dates and/or deliverables via identified reporting mechanisms in the requirements definition.	Excellent: Contractor exceeds all surge support requirements within 0-5 days. Good: Contractor meets all surge support requirements within 6-10 days. Satisfactory: Contractor meets surge support requirements within 11-20 days Unsatisfactory: Contractor is unable to meet surge support requirements within 20 days.

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
14	Reporting	Contractor is required to track all case production and accuracy for every program and to log and/or track various case actions (i.e., open warrant referrals; expired cases, etc.).	Contractor will provide weekly case production / tracking reports to the Government.	<p>Excellent: Case production / tracking reports delivered to Government prior to designated date / time due with no or little reconciliation of information required;</p> <p>Good: Case production / tracking reports delivered to Government as scheduled with little to moderate reconciliation of information required;</p> <p>Satisfactory: Case production / tracking reports delivered to Government as scheduled with moderate reconciliation of information required.</p> <p>Unsatisfactory: Case production / tracking reports delivered to Government after designated due date / time with moderate to significant reconciliation of information required.</p>
15	Accuracy of adjudication decisions for HME program	Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	<p>Excellent: Contractor achieves > AQL level of 98%;</p> <p>Good: Contractor achieves > AQL level of 95% and ≤ 98%</p> <p>Satisfactory: Contractor achieves AQL level of 95%;</p> <p>Unsatisfactory: Contractor achieves < AQL level of 95%</p>

	AQL Performance Description	Performance Objective	Method of Surveillance	Performance Rating
16	Accuracy of adjudication decisions for TWIC program	Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%
17	Accuracy of adjudication decisions for AVW program	Contractor is required to meet 95% accuracy of all case adjudications. The Average Adjudication Accuracy Rate is the percentage of cases rejected during mid-level and quality assurance reviews. Rejection of a case is based on an "incorrect" or "incomplete" error made by the adjudicator. An "incorrect" decisional error refers to either a false positive (a determination of GREEN when the applicant should have been disqualified) or false negative (a determination of RED when the applicant had no disqualifying factors) assessment. An "incomplete" error refers to leaving any element of the case not adjudicated that should have been part of the initial adjudication, such as, but not limited to, non-compliance with standard operating procedures, errors in case management, administrative errors or legal or immigration research. "Incorrect" errors are more serious than "incomplete" errors, thus "incorrect" errors are counted three times while "incomplete" errors are counted once per case.	The Government will monitor weekly reports provided by the contractor. Some data may be validated from within the Screening Gateway and Consolidated Screening Gateway.	Excellent: Contractor achieves > AQL level of 98%; Good: Contractor achieves > AQL level of 95% and ≤ 98% Satisfactory: Contractor achieves AQL level of 95%; Unsatisfactory: Contractor achieves < AQL level of 95%