AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE R	PAGE 1 OF PAGES 2

2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00003	03/11/2004	0020001880	Not Applicable

6. ISSUED BY CODE 7014

Department of Homeland Security
Customs & Border Protection
1300 Pennsylvania Ave NW
NP 1310
Washington DC 20229

7. ADMINISTERED BY (If other than Item 6) CODE 7014

Dept of Homeland Security
Customs & Border Protection
Office of Procurement - NP 1310
1300 Pennsylvania Ave. NW
Washington DC 20229

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

CHENIBGA TECHNOLOGY SERV CORP

5971 KINGSTOWNE VILLAGE PKY
STE 100
ALEXANDRIA VA 22315

CODE 000000000 FACILITY CODE

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X **10A. MODIFICATION OF CONTRACT/ORDER NO.** HSBP1004C00193 /

10B. DATED (SEE ITEM 13) 09/11/2003

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)

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

(b) (6)

- 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. Mutual agreement
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation data, 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: Mutual agreement
- D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 3 copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Contract HSBP1004C00193 is hereby modified as follows:

1. Attachment J.3, "Initial Performance Measures and Award Fee Plan" is changed as follows:
(a) Under "A: Business Management," item 5 is deleted and the (b) (4) percent award fee associated with it is distributed to items 1 and 4 (b) (4) ;
(b) Under "B: Operations Managment," item 4, "Performance Measurement" is hereby changed from "Spot check the ongoing inventory list every quarter with 0% error" to "Monthly progress briefings to provide status of the inventory process."

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.

(b) (6)

15A. NAME AND TITLE OF SIGNER (Type or print) GENERAL MANAGER

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Linda L. Guinn

15B. (b) (6)

15C. DATE SIGNED 2/24/04

(b) (6)

16C. DATE SIGNED 2/23/04

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA/FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE R	
2. AMENDMENT/MODIFICATION NO. P00003	3. EFF. DATE 03/11/2004	4. REQUISITION/PURCHASE REQ. NO. 0020001734	PAGE 2 OF	PAGES 2

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

2. Attachment J.4 to the contract has been revised. The revision is attached and is hereby substituted. Changes are described at the end of each section in the change notes.

3. In accordance with Clause H.20, "Fee Recommendation", the Government has reviewed the contractor's performance for the period September 11, 2003, through March 11, 2004, and has determined the earned award fee to be (b) (4) of the available pool for the period, or (b) (4) [redacted], with an (b) (4) [redacted] performance rating. The contractor is hereby authorized to invoice for the award fee amount.

Mod P00003
2/11/04

ATTACHMENT J.4

PERFORMANCE MEASURES AND AWARD FEE PLAN

Maintenance - 1		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Maintain Government NII	Provide preventative maintenance in accordance with equipment manufactures maintenance requirements.	Review of database a regularly scheduled basis to ensure preventive maintenance was performed. Customer Surveys after maintenance performed
	Provide corrective maintenance to return the equipment to service and in accordance with equipment manufactures requirements.	Review database on a regular basis to ensure corrective action was taken. Customer surveys after maintenance performed
	Customer wait time shall be no longer than the times specified in contract Attachment J.5	Customer wait times shall be analyzed annually for each inventory product type.

Maintenance - 1

Operations Management

Percentage: (b) (4) [redacted]

Change Notes:

Editorial change to reflect Customs and Border Protection Office of Field Operation's terminology. According to OFO, all inspection equipment is referred to as Non-Intrusive Inspection Equipment (NII) not High Tech Enforcement Equipment (HTEE).

In the Performance Measurement – Changes were made to clarify the metrics and to add measurements for performance.

Maintenance – 2 (new)		
Performance Requirement	**Performance Standard**	**Performance Measurement**
NII changes and modifications	All TSB authorized changes and modifications shall be incorporated as specified into the NII	Audits will be performed every other month to determine that modifications are incorporated into training and maintenance documentation.

Maintenance - 2

Operations Management

Percentage: (b) (4) [redacted]

Change Notes:

This is a new addition to Attachment J.4 to TC-03-036. It was added due to the importance of modifications and contingency plans.

Service Desk/Operations Center		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Staff and operate a 7x24 customer service desk/operations center	No less than 95% of the customer telephone calls are answered by a service desk staff person in one 24-hour period	Monthly reviews of the call logs.
Total Asset Visibility	Equipment that is not "fully" operational will be displayed on a "status board" until repaired.	Monthly checks of the accuracy of the status board.

Service Desk/Operations Center

Operations Management

Percentage: (b) (4) [redacted]

Change Notes:

This Performance Requirement was changed to better reflect the operations of the Help Desk and Performance Measurements that can accurately evaluate performance.

Training - 1		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Train Customs Officers to safely, confidently and effectively operate NII	Not less than 85% of the students in each class shall be able to answer correctly 80% of the CTSC instructor's/CTSC Subcontracted instructor's classroom questions. Not less than 85% of the students in each class shall be able to answer correctly 80% of the CTSC instructor's/CTSC Subcontracted instructor's practical exercise questions.	Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes. Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes.

Training - 1

Operations Management

Percentage: (b) (4) [redacted]

Change Notes: In second paragraph, under Performance Standard, the 90% was changed to 85% to reflect the same standard as the paragraph above.

Training - 2		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Training instruction Evaluation and Student Documentation	COTR shall receive no more than 2 valid complaints concerning quality of CTSC/CTSC subcontractor's instruction during two or more classes during a one-month period of time.	Review student evaluation sheets and government conducted audits.
	Student sign-in sheets were delivered to the TRAEN registrar no more than 10 work days after class completion or by the last work day of the month in which training was completed, whichever occurs first.	Review of student sign-in sheets records and entries in TRAEN database.
	Certificates will be provided to CMC for students who complete training courses within 1 month of course completion.	Audits will be conducted of the training database.

Training - 2

Operations Management

Percentage: (b) (4) [redacted]

Change Notes: Under training, Instruction and Documentation were combined. Also, editorial changes were made to the Performance Standard.

Training – 3 (New)		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Response to Requests for Training	Training Coordinators will respond (contact the POC to discuss training schedule) to training requests within 2 working days.	Audits will be conducted from training records of requests and by contacting port to determine level of satisfaction.
Central Training Materials Library	Technical library will be established and maintained and will include hard and soft copies of documentation, videos and training aides.	Audits will be conducted comparing lists of what should be available versus what is available.

Training - 3

Operations Management

Percentage: (b) (4)

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. This Performance Requirement was added to better reflect CBP's training requirement.

Business Management -1 (New)		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Management of Subcontractors.	Subcontractors work efficiently and effectively for the PIC according to PIC established maintenance, training, and logistics standards as appropriate.	Monitoring of subcontractor performance such as: ▪ Customer Satisfaction ▪ Contractor provided records ▪ Phone interviews ▪ On-site visits ▪ Invoices

Business Management

Percentage: (b) (4)

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. New Performance Requirement added to better reflect Business Management's desire to track customer satisfaction.

Business Management – 2 (New)		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Staffing of PIC	PIC will submit Background Investigation (BI) paperwork for all new employees within 10 working days of employment.	Audit security paperwork submission ▪ No more than 2 BI paperwork submissions will be returned for corrections in a 30-day period. ▪ 95% of all BI paperwork is submitted within 10 working days of employment

Business Management

Percentage: (b) (4) [redacted]

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. New Performance Requirement added to better reflect Business Management's desire emphasize the BI paperwork process.

Business Management – 3 (New)		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Invoices	Invoices are submitted for payment twice monthly to the COTR	Monthly and random audits of invoice paperwork for PIC and subcontractor to make sure they are reasonable, accurate, complete, and allocable. Monthly audits of subcontractor invoices

Business Management

Percentage: (b) (4)

Notes: New Performance Requirement added to better reflect the importance of PIC invoicing.

Business Management - 4		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Reporting	Meetings will be held to review program status Reports will be provided, as requested, to the government	Monthly PMRs are held to brief the following: ▪ costs ▪ schedule ▪ quality/performance ▪ personnel ▪ customer satisfaction ▪ risk management / mitigation ▪ Issues and resolution Unscheduled reports will be provided, as required, to include, but not limited to: ▪ costs ▪ schedule ▪ quality ▪ personnel ▪ customer satisfaction

Business Management

Percentage: (b) (4)

Notes: This Performance Requirement consolidated the Performance Requirements that were under Program Management in Attachment J.5, TC-03.036.

Business Management - 5		
Performance Requirement	**Performance Standard**	**Performance Measurement**
Quality	The PIC will work with the government QA to ensure that quality is addressed and monitored. ISO implementation schedule is maintained	Periodic meetings will be held between the PIC and the government The PIC will keep the government appraised of the status of ISO certification process

Business Management

Percentage: (b) (4) [redacted]

Notes: New Performance Requirement added to better reflect ISO and Quality Assurance.

Maintenance - 1		
Performance Requirement	**Performance Measure**	(b) (4) **of Award Fee**
Maintain Government NII	Review of database a regularly scheduled basis to ensure preventive maintenance was performed.	(b) (4) If performance is (b) (4)
	Customer Surveys after maintenance performed Review database on a regular basis to ensure corrective action was taken. Customer surveys after maintenance performed	(b) (4) If performance is (b) (4)
	Customer wait times shall be analyzed annually for each inventory product type.	(b) (4) If performance is (b) (4)

Maintenance - 1

Operations Management

Percentage: (b) (4)

Change Notes:

Editorial change to reflect Customs and Border Protection Office of Field Operation's terminology. According to OFO, all inspection equipment is referred to as Non-Intrusive Inspection Equipment (NII) not High Tech Enforcement Equipment (HTEE).

In the Performance Measurement – Changes were made to clarify the metrics and to add measurements for performance.

Maintenance – 2 (new)		
Performance Requirement	Performance Measure	(b) (4) [redacted] of Award Fee
NII changes and modifications	Audits will be performed every other month to determine that modifications are incorporated into training and maintenance documentation.	(b) (4) [redacted] If performance is (b) (4) [redacted]

Maintenance - 2

Operations Management

Percentage: (b) (4) [redacted]

Change Notes:

This is a new addition to Attachment J.4 to TC-03-036. It was added due to the importance of modifications and contingency plans.

Service Desk/Operations Center		
Performance Requirement	Performance Measure	(b) (4) [redacted] of Award Fee
Staff and operate a 7x24 customer service desk/operations center	Performance Exceeds numerical measurement	(b) (4) [redacted]
Total Asset Visibility	Performance meets the measurement details.	(b) (4) [redacted]

Service Desk/Operations Center

Operations Management

Percentage: (b) (4) [redacted]

Change Notes:

This Performance Requirement was changed to better reflect the operations of the Help Desk and Performance Measurements that can accurately evaluate performance.

Training - 1		
Performance Requirement	Performance Measure	(b) (4) [redacted] of Award Fee
Train Customs Officers to safely, confidently and effectively operate NII	Performance exceeds minimum numerical measurements Performance exceeds minimum numerical measurements	(b) (4) [redacted] (b) (4) [redacted]

Training - 1

Operations Management

Percentage: (b) (4) [redacted]

Change Notes: In second paragraph, under Performance Standard, the 90% was changed to 85% to reflect the same standard as the paragraph above.

Training - 2		
Performance Requirement	**Performance Standard**	(b) (4) [redacted] **of Award Fee**
Training instruction Evaluation and Student Documentation	Performance is less than maximum numerical measurements	(b) (4) [redacted]
	Performance exceeds the numerical measurements	(b) (4) [redacted]
	Certificates are provided within standard time frame	(b) (4) [redacted]
		If performance is (b) (4) [redacted]

Training - 2

Operations Management

Percentage: (b) (4) [redacted]

Change Notes: Under training, Instruction and Documentation were combined. Also, editorial changes were made to the Performance Standard.

Training – 3 (New)		
Performance Requirement	Performance Measure	(b) (4) of Award Fee
Response to Requests for Training	Performance meets the measurement details.	(b) (4)
Central Training Materials Library	Performance meets the standard details.	(b) (4)

Training - 3

Operations Management

Percentage: (b) (4)

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. This Performance Requirement was added to better reflect CBP's training requirement.

Business Management -1 (New)		
Performance Requirement	**Performance Measure**	(b) (4) **of Award Fee**
Management of Subcontractors.	Performance meets the measurement details	(b) (4)

Business Management

Percentage: (b) (4)

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. New Performance Requirement added to better reflect Business Management's desire to track customer satisfaction.

Business Management – 2 (New)		
Performance Requirement	Performance Measure	(b) (4) [redacted] of Award Fee
Staffing of PIC	Performance exceeds the numerical measurement	(b) (4) [redacted]
	Performance exceeds the numerical measurement	(b) (4) [redacted]

Business Management

Percentage: (b) (4) [redacted]

Change Notes: This is a new addition to Attachment J.4 to TC-03-036. New Performance Requirement added to better reflect Business Management's desire emphasize the BI paperwork process.

Business Management – 3 (New)		
Performance Requirement	**Performance Measure**	(b) (4) **of Award FEE**
Invoices	Performance meets the measurement details Performance meets the measurement details	(b) (4) (b) (4)

Business Management

Percentage: (b) (4)

Notes: New Performance Requirement added to better reflect the importance of PIC invoicing.

Business Management - 4		
Performance Requirement	Performance Measure	(b) (4) of Award Fee
Reporting	Performance meets the measurement detail	(b) (4)
	Performance meets the measurement details	(b) (4)

Business Management

Percentage: (b) (4)

Notes: This Performance Requirement consolidated the Performance Requirements that were under Program Management in Attachment J.5, TC-03.036.

Business Management - 5		
Performance Requirement	**Performance Measure**	**(b) (4) of Award Fee**
Quality	Performance meets the measurement details Performance meets the measurement details	(b) (4) (b) (4)

Business Management

Percentage: (b) (4)

Notes: New Performance Requirement added to better reflect ISO and Quality Assurance.