

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, &amp; 30</i>				1. REQUISITION NUMBER CSE140051		PAGE OF 1 16	
2. CONTRACT NO. GS-10F-0032W		3. AWARD/ EFFECTIVE DATE 05/16/2014	4. ORDER NUMBER HSSCCG-14-F-00242		5. SOLICITATION NUMBER		6. SOLICITATION ISSUE DATE
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Amanda Steinhour		b. TELEPHONE NUMBER (b)(6)		8. OFFER DUE DATE/LOCAL TIME	
8. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403			CODE CIS	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR:  <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A) NAICS:  SIZE STANDARD:			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO See Statement of Work			CODE	18. ADMINISTERED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		CODE CIS	
17a. CONTRACTOR/ OFFEROR IDEO LLC 100 FOREST AVE PALO ALTO CA 94301		CODE (b)(4)	FACILITY CODE	18a. PAYMENT WILL BE MADE BY See Statement of Work		CODE USCIS	
TELEPHONE NO. <input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input checked="" type="checkbox"/> SEE ADDENDUM			
19. ITEM NO. 0001	20. SCHEDULE OF SUPPLIES/SERVICES DUNS Number:  (b)(4) PERIOD OF PERFORMANCE: 12 WEEKS FOLLOWING ISSUANCE OF NOTICE TO PROCEED AAP Number: 2014020869 DO/DPAS Rating: NONE RESEARCH, PLANNING AND EARLY CONCEPTS Accounting Info: INFRO00 C01 EX 40-02-00-000 Continued ... <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>			21. QUANTITY 1	22. UNIT EA	23. UNIT PRICE 	24. AMOUNT
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) (b)(4)	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input checked="" type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>Amanda L. Steinhour</i>			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print) Amanda L. Steinhour		31c. DATE SIGNED 05/16/2014	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0002	25-00-0000-00-00-00-00 GE-25-69-00 000000 Funded: [REDACTED] (b)(4) USER RESEARCH, SYNTHESIS, AND REFINEMENT	1	EA		
0003	Accounting Info: INFR000 C01 EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-69-00 000000 Funded: [REDACTED] (b)(4) DESIGN DEVELOPMENT AND AGILE INTEGRATION	1	EA		
0004	Accounting Info: INFR000 C01 EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-69-00 000000 Funded: [REDACTED] (b)(4) PARTICIPATION IN myUSCIS DEVELOPMENT (1st HALF)	1	EA		
0005	Accounting Info: INFR000 C01 EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-69-00 000000 Funded: [REDACTED] (b)(4) PARTICIPATION IN myUSCIS DEVELOPMENT (2nd HALF)  Accounting Info: INFR000 C01 EX 40-02-00-000 25-00-0000-00-00-00-00 GE-25-69-00 000000 Continued ...	1	EA	(b)(4)	

32a. QUANTITY IN COLUMN 21 HAS BEEN

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

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY (Print)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE		
		42b. RECEIVED AT (Location)		
		42c. DATE REC'D (YY/MM/DD)		42d. TOTAL CONTAINERS

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 GS-10F-0032W/HSSCCG-14-F-00242

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 3 16

NAME OF OFFEROR OR CONTRACTOR  
 IDEO LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0006	<p>Funded: [redacted] (b)(4)</p> <p>OTHER DIRECT COSTS: TRAVEL ESTIMATE, NOT TO EXCEED AMOUNT OF [redacted]</p> <p>Accounting Info:                      INFR000 C01 EX 40-02-00-000                      25-00-0000-00-00-00-00 GE-25-37-00 000000</p> <p>Funded: [redacted] (b)(4)</p> <p>The total estimated price for this task order is [redacted]. The ceiling price of this task order is [redacted]. This order is a Firm Fixed Price with reimbursable ODC CLIN's.</p> <p>It is the Contractor's responsibility to monitor the funds expended for the ODC CLIN's on this order. The Contractor shall advise the Contracting Officer and COR when 75% of the funds available for ODC's on this task order have been expended. The Government also cautions that if the Contractor performs services for which funds are not available on this task order, they do so at their own risk. The only funds available for this order are those found on item 17(i).</p> <p>This order is subject to the terms and conditions of the GSA MOBIS Federal Supply Schedule Contract # GS-10F-0032W.</p> <p>The total amount of award: \$507,461.28. The obligation for this award is shown in box 26.</p>	1	EA	[redacted]	(b)(4)

## STATEMENT OF WORK

### A TITLE

Lean User Experience Design for myUSCIS

### B BACKGROUND

The United States Citizenship and Immigration Services (USCIS) is charged with securing America's promise as a nation of immigrants by providing useful information to its customers, granting immigration benefits, promoting an understanding of citizenship, and ensuring the integrity of the United States' (US) immigration system. A critical facet of USCIS' strategy for educating and helping its customers is the provision of a wide array of customer services through USCIS' National Customer Service Center (NCSC) or its call centers.

For almost two decades, USCIS has relied on a traditional tiered call center model as its primary means of providing customer service. That model has failed to respond to changing customer demographics, emerging technology and customer preferences for a multichannel digital experience. Recognizing the limitations of its existing customer service model, USCIS in collaboration with a design firm developed a comprehensive customer service delivery model and improvement plan. Then, over the course of 20 weeks in 2013, co-designed with a design firm and its customers to build a high-fidelity prototype of a new digital customer service experience known as myUSCIS. In addition to the prototype, the design firm and USCIS collaborated to create a new visual identity system for USCIS' digital experience. This visual identity system includes, typography, color palette, imagery and the treatment of imagery, tone for copy or content, and signature graphic elements.

myUSCIS transitions USCIS from traditional call centers for customer service to a customer engagement center model by blending an amalgam of self-service and interaction technologies, service processes, and policies all developed for a world-class customer experience. As depicted in Table 1, the myUSCIS prototype included five primary tools that will serve as the foundation for the new myUSCIS experience, and include the:

Tool	Description
Help Center	The Help Center will be a searchable hub for clear, definitive answers to immigration questions. Using a Google-like search feature, customers will enter questions in natural language and will receive a single answer and relevant supporting materials. The Help Center will get smarter over time through contributions to its knowledge base, generated primarily by customer feedback. The Help Center will provide customers access to web callback, click-to-call, virtual, and live agent chat when its answers cannot satisfy the customer's question.

Tool	Description
myUSCIS Portal	<p>my USCIS will provide USCIS customers with a single, personalized portal that will enable them to:</p> <ul style="list-style-type: none"> <li>• Access case status information</li> <li>• Make case inquiries and submit requests for service</li> <li>• View personalized case and contact history</li> <li>• Communicate securely with USCIS via chat and email about their cases</li> <li>• File applications, petitions, and view documentary evidence</li> </ul>
Customer Toolbar	<p>The underpinning of the new online customer experience will be the customer toolbar. The toolbar will provide access to multiple customer service channels, including virtual chat, live chat, secure messaging, click-to-call, and web callback, as well as the Help Center and MyUSCIS portal, and will offer customers the option to schedule an in person appointment at a local office. The toolbar will effectively integrate planned contact center infrastructure with the digital service experience by offering customers access to a wide range of customer service options.</p>
Explore My Options	<p>For many people, immigration is a daunting process. Modeled after similar tools used by the UK and Canada, Explore My Options will seek to alleviate customers' anxiety. The tool will use small amounts of data to identify immigration benefits for which users may qualify and will allow potential applicants and petitioners to learn about available benefits, associated forms and fees and required documentary evidence. Additionally, this tool will allow customers to answer a few simple questions to either download or fill out all of the forms needed to apply for a benefit as well as documentary evidence required to apply for the benefit.</p>
ISO Dashboard	<p>The dashboard will be a context-sensitive business application that equips immigration services officers (ISOs) at USCIS' contact centers with a consolidated view of customer information, case history, contact history and "just in time" information. It will enable ISOs to simultaneously manage multiple communications channels and execute all customer service activities from a single screen, improving efficiency and streamlining their customer interactions.</p>

**Table 1: MyUSCIS Tools & Descriptions**

Of the five primary tools, two of the tools, the Help Center and myUSCIS portal, are in the early stages of development with plans for beta versions to be deployed in March 2014. Additionally, USCIS will pilot a new customer relationship management tool for the ISO Dashboard beginning in 2014. Each of these tools, including Explore My Options and the Customer Toolbar, will be developed using Agile development.

Lastly, USCIS is currently working on transforming the way customers file immigration forms and USCIS adjudicates those forms by building a digital case management system known as the Electronic Immigration System (ELIS). ELIS should reach full operational capability within the next 5 – 7 years. However, the myUSCIS designs and prototype were extended to incorporate the functionality of ELIS and USCIS plans for these two systems to converge with ELIS adopting the myUSCIS visual identity, interaction experience, and communication channels within the next 12 – 18 months.

## **C SCOPE**

The overall purpose of the myUSCIS initiative is to develop a customer engagement center that employs a mix of contact center and web technologies, service processes, and policies. The goals of myUSCIS are to increase self-service, improve information transparency, reduce costs through call reduction or deflection, offer new ways for customers to get service, and improve organizational efficiency.

myUSCIS is a major paradigm shift in not only USCIS' but the government's approach to customer service in government; however, the initial design and prototype work did not address the needs of several USCIS customers, stakeholders, and internal users. Specifically, myUSCIS still requires deployable designs for attorneys, non-profit organizations, families, and employers that will engage with it to get certain services. Additionally, USCIS requires design services to implement the original myUSCIS designs as those designs are implemented by multiple agile teams.

The purpose of this contract is to use Lean User Experience Design (Lean UX) to:

- Extend the myUSCIS portal and Customer Toolbar designs to attorneys or lawyers that represent many clients before USCIS; and
- Provide guidance and refine the previous myUSCIS designs in partnership with the myUSCIS agile software development teams

Ultimately, the tasks in this contract are intended to focus on the outcomes produced from the contractor's designs and "just-in-time" design rather than traditional deliverables.

## **D PERIOD OF PERFORMANCE**

The period of performance for this contract is twelve weeks (12) after issuance of the Notice To Proceed.

## **E PLACE OF PERFORMANCE**

Work performed under this contract shall be primarily performed at the contractor's facilities. Given that frequent interaction with USCIS is necessary to participate in the agile process, the contractor shall travel to USCIS sites as needed. Travel outside of the D.C. commuting area shall require the approval of the COTR and CO of this contract.

## **F APPLICABLE DOCUMENTS**

USCIS falls under the Department of Homeland Security and is subject to DHS rules concerning procurement, system engineering and system security. The documents listed below are pertinent to the work effort described in this SOW and are relevant to various paragraphs throughout the document.

- USCIS Agile Policy & Practices
- Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by the workforce Investment Act of 1998 (P.L. 105-220)

## **G TASKS**

### **G.1 DESIGNING THE ATTORNEY USE CASE**

To enhance and extend the designs of the myUSCIS experience the contractor shall design an experience that enables USCIS customers with one to many relationships or many to many relationships to use all of the features of the myUSCIS portal and Customer Toolbar. As attorneys are likely to be the most complicated use case in this category, the contractor shall focus their design efforts in this task on the attorney use case. To execute this, the contractor shall utilize the two User-Centered Design practices described below

#### **+ User-Centered Research & Testing**

USCIS wants to ensure that it is building the right features for myUSCIS throughout the lifecycle of the development process. USCIS' goal for user-centered research and testing is to continually iterate on the hypothesis for a feature of myUSCIS until the right feature or set of features are built. To ensure that the right features are incorporated and produce the right outcomes for USCIS, the contractor shall utilize user-centered research, qualitative, and quantitative testing techniques. The contractor shall utilize a variety of user-centered research to generate ideas for features, develop hypothesis statements about features, and validate features. User-centered research shall utilize customer interviews, development of customer personas, and field-testing.

Based on hypothesis statements, the contractor shall validate that the right features are being built for myUSCIS using data-driven Lean UX testing methods. The contractor's testing methods shall include A/B testing using wireframes. The contractor shall validate with USCIS customers the features it designs using Lean UX testing methods and measure if the desired outcomes are being achieved. The contractor shall determine other Lean UX methods to test and validate the features it designed for myUSCIS. Additionally, the contractor shall maintain user groups that can regularly test new features. USCIS will work with the contractor to recruit users to participate in the user groups.

#### **+ Interaction and Communication Design**

This task requires designing new user flows and extending the visual identity system of myUSCIS to those flows. Instead of releasing software that may or may not adequately support those new user flows, USCIS prefers to develop a minimally viable product or the smallest myUSCIS feature or set of features possible to demonstrate that the intended feature(s) will satisfy user needs. Consequently, the contractor shall design low – mid fidelity prototypes to help USCIS determine how new user flows should work and appear. The contractor shall utilize prototypes it designs for testing and user-centered research. The contractor shall determine the level of fidelity a prototype must have to support testing and research. USCIS' goal for interaction design is to rapidly develop experiences that developers can incorporate into development, deploy, and have users use so it can determine any modifications or changes that are necessary. At the conclusion of its design efforts, the contractor shall produce a mid-fidelity design that enables:

- Attorneys or lawyers to view case status, submit case inquiries or request services such as change of address, file applications or petitions, submit or view documentary evidence, and communicate with USCIS contact center staff on behalf of multiple clients

Since USCIS uses Agile development frameworks, speed is critical to its development efforts. Rather than create new prototypes, the contractor shall produce prototypes from the Photoshop files and Adobe

Illustrator files created during the initial myUSCIS design effort. In instances where the contractor uses imagery or photographs as part of its designs, the contractor shall record the source of the image and its price. For the images used in its designs the contractor shall utilize royalty-free stock photos, Library of Congress images that do not require licensing, or images that are available to use in the public domain at no charge to the government. To not constrain the innovation of the contractor's design work, the contractor shall recommend other sources for images that USCIS may use; however, the use of any imagery is subject to USCIS approval.

#### **G.1.1 Research Planning and Early Concepts**

To complete the task described in G.1, the contractor will use the knowledge gleaned and designs developed in the previous project to immediately begin designing low-fidelity prototypes of the attorney use case. The contractor will plan and attend a kickoff meeting in DC to align on goals, and spend two weeks creating designs to take into the field. Simultaneously, the contractor will create a research plan for testing the early designs in the field.

#### **G.1.2 User Research, Synthesis, and Design Refinement**

With a set of early prototypes in hand, the contractor will spend a single week to conduct user testing in Boston and New York with immigration attorneys. The contractor will then quickly synthesize the results, and spend two weeks refining the design. At this completion of this design task, the contractor will have designs of the attorney use case refined to such a level that some of the feature sets can be integrated into the workflow of the agile development team. The contractor will share these designs with USCIS in a mid-phase meeting.

#### **G.1.3 Design Development and Agile Integration**

The contractor will spend the final phase of this task refining the attorney use case designs according to feedback from USCIS, and conduct additional user-centered testing as required. At the end of this phase, the contractor will have developed a set of designs that constitute an MVP for the attorney use case that can be passed to the agile development team, which they will share with USCIS in a final meeting. Simultaneously, the contractor will advise the agile development team on the development of the feature sets identified for development at the end of task G.1.2.

### **G.2 PARTICIPATION & COLLABORATION IN LEAN UX FOR MYUSCIS DEVELOPMENT**

Building myUSCIS requires using an incremental and iterative approach. Rather than use the traditional waterfall and User Centered Design approach, USCIS believes that successfully implementing myUSCIS is more likely by using Agile development frameworks and Lean UX. USCIS employs Agile development frameworks rather than waterfall methodologies for software development and overall project management. Specifically, USCIS uses Scrum and Kanban.

Because the majority of myUSCIS will be developed using Scrum with sprints of two (2) – four (4) week durations and multiple deployments, the contractor shall utilize the Lean UX methodology to develop designs for myUSCIS and support USCIS' Agile practices to develop the Explore My Options myUSCIS tool through high level advising, design reviews, and design refinement.

The myUSCIS initiative is comprised of multiple integrated projects with multiple stakeholders and development teams. With Scrum, the success of myUSCIS is highly dependent on cross-functional teams working together to produce the outcomes USCIS is seeking from this initiative. Additionally, Scrum has

several documents that are produced and rituals that take place during the course of development. The contractor shall contribute its Lean UX expertise in the development of those documents and during those rituals. Moreover, the contractor shall integrate its Lean UX team with the USCIS staff, and the development teams responsible for developing the myUSCIS tools. For Lean UX to be successful, the contractor must be an integrated member of the cross-functional Scrum team that includes developers and members of USCIS program offices.

As a member of this cross-functional team, the contractor shall utilize the insights it learns from user-centered research, testing, and the development of prototypes to help USCIS define and prioritize features into a product backlog, which is a prioritized list of features that developers can build for myUSCIS. During the software development of the myUSCIS tools, the contractor shall attend planning sessions, daily meetings, reviews of the functionality built by the developers, and retrospectives to share lessons learned during development.

Additionally, during development, the contractor shall develop designs “just-in-time” to support the software development efforts of the development team and share its designs with the developers irrespective of the fidelity of the designs. The contractor shall collaborate with USCIS’ development team to design prototypes that can be used to develop features in an ongoing sprint and make adjustments to designs based on technology or business constraints expressed by the developers and USCIS staff.

Before releasing new features of myUSCIS to its larger customer base, USCIS plans to beta test those features with small groups of customers. The contractor shall contribute its expertise to help USCIS develop a beta release plan.

**H DELIVERABLES**

This section identifies specific work products that the contractor shall deliver to USCIS. All document deliverables shall be provided via electronic mail in a secure file attachment with 256-bit encryption. Hard copies shall be provided upon request. The contractor shall work with USCIS to establish preferred formats and layouts, and to consolidate reports to make them more useful. With the exception of the multichannel contact center and its associated technologies, all deliverables shall be submitted electronically to the Contracting Officer, COTR, and the USCIS Program Manager, unless otherwise indicated. Hard copies of deliverables (if required) shall be delivered in person.

Deliverable	Due Date	Update Frequency	Format
Research Plan and Early Concepts for Attorney Use Case (CLIN 0001 & 0002)	2 weeks from NTP	n/a	MS Word and PDFs of early concepts
Mid-Project Assessment of Agile Development of Explore My Options (CLIN 0004)	5 weeks from NTP	Update 10 weeks from NTP	MS Word

Deliverable	Due Date	Update Frequency	Format
Draft Design for Attorney Use case with Features Sets Ready for Development Identified (CLIN 0003)	6 weeks from NTP	n/a	MS Word and PDFs or Adobe Photoshop files
myUSCIS and Customer Toolbar Interaction Design for Attorneys/Lawyers (CLIN 0003)	10 weeks from NTP	n/a	Wireframes created in Adobe Photoshop (not sliced for development)
Beta Release Plan (CLIN 0005)	10 weeks from NTP	n/a	MS Word

**Table 2: Deliverables**

#### H.1.1 Government Acceptance of Deliverables

All document deliverables shall be submitted to the USCIS COR, Contracting Officer, and USCIS Program Manager via email. USCIS will have ten (10) business days to provide comments on the draft document. All in-scope deficiencies found by USCIS in the draft document are to be communicated, in writing, within ten (10) days of the USCIS receipt. If no written notice is received within ten (10) days, the contractor shall assume there are no comments and a final version of the document will be developed, delivered, and deemed accepted.

If comments are received on the draft version, the contractor shall make all requested in-scope changes two times within ten (10) working days (or a greater time as mutually agreed upon), of receipt of USCIS' written change request. The re-submitted document will be considered to be final and deemed accepted.

#### I TRAVEL

Travel to Washington, DC and one or more USCIS locations may be requested. Travel shall not be performed in connection with this contract without prior written approval of the COR. The Contractor shall be reimbursed for travel in accordance with the Federal Travel Regulations. Upon completion of travel, all documentation associated with the respective travel shall be submitted with the next scheduled invoice. Local travel, defined as within 50 miles of the USCIS Offices at 20 Mass Ave, NW in Washington DC, will not be reimbursed under this contract vehicle.

#### J INVOICING

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

- (1) Name and address of the contractor.
- (2) Invoice date and invoice number.

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

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

(c) USCIS' preferred method for invoice submission is electronically. Invoices shall be submitted in Adobe pdf format with each pdf file containing only one invoice. The pdf files shall be submitted electronically to [USCISInvoice.Consolidation@ice.dhs.gov](mailto:USCISInvoice.Consolidation@ice.dhs.gov) with each email conforming to a size limit of 500 KB.

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

USCIS Invoice Consolidation  
PO Box 1000  
Williston, VT 05495

## **K SECURITY REQUIREMENTS—SEE ATTACHMENT A**

### TERMS AND CONDITIONS

#### **Advertisements, Publicizing Awards, and News Releases**

All press releases or announcement about agency programs, projects, and contract awards need to be cleared by the Program Office and the Contracting Officer. Under no circumstances shall the Contractor, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of this contract in any publicity news release or commercial advertising without first obtaining explicit written consent to do so from the Program Office and the Contracting Officer. The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to the other products or services. (End of clause)

#### **Non-Personal Services**

This is a "Non-personal Services" Task Order. The personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Should any USCIS employee other than the COR or CO ask or direct a Contract employee to deviate from established production requirements, priorities, or performance procedures and requirements, the Contractor employee will refer the matter to the designated POC for resolution. (End of clause)

#### **Disclosure of Information**

Any information made available to the Contractor by the Government must be used only for the purpose of carrying out the provisions of this task order and must not be divulged or made known in any manner

to any person except as may be necessary in the performance of the order. The contractor will be required to sign a non-disclosure agreement.

In performance of this task order, the Contractor assumes responsibility for protection of the confidentiality of Government records and must ensure that all work performed by its subcontractors shall be under the supervision of the Contractor or the Contractor's responsible employees.

Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed must be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 19 U.S.C. 641. That section provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority, sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisoned up to ten years, or both.

#### FEDERAL ACQUISITION REGULATIONS (FAR) CLAUSES

##### **52.252-2 Clauses Incorporated By Reference (FEB 1998)**

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

(End of clause)

##### **52.222-54 Employment Eligibility Verification (AUG 2013)**

##### **52.227-17 Rights in Data – Special Works (DEC 2007)**

###### Homeland Security Acquisition Regulations (HSAR) clauses in full text:

Homeland Security Acquisition Regulation (HSAR) clauses and provisions incorporated by reference and in full text. The full text of HSAR clauses may be accessed electronically at this internet address: [http://www.dhs.gov/xlibrary/assets/opnbiz/cpo\\_hsar\\_finalrule.pdf](http://www.dhs.gov/xlibrary/assets/opnbiz/cpo_hsar_finalrule.pdf)

##### **HSAR 3052.242-72, Contracting Officer's Technical Representative (DEC 2003)**

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the contract.

(b) The Contracting Officer cannot authorize the COTR or any other representative to sign documents, such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

(End of clause)

##### **HSAR 3052.242-71 Dissemination of contract information (DEC 2003)**

The Contractor shall not publish, permit to be published or distribute for public consumption, any information, oral or written, concerning the results or conclusions made pursuant to the performance of

**this contract, without the prior written consent of the Contracting Officer. An electronic or printed copy of any material proposed to be published or distributed shall be submitted to the Contracting Officer.**  
**(End of clause)**

**SECURITY REQUIREMENTS**

**GENERAL**

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

**SUITABILITY DETERMINATION**

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

**BACKGROUND INVESTIGATIONS**

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

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

Completed packages must be submitted to OSI PSD for prospective Contractor employees no less than 30 days before the starting date of the contract or 30 days prior to EOD of any employees, whether a replacement, addition, subcontractor employee, or vendor. The Contractor shall follow guidelines for package submission as set forth by OSI PSD. A complete package will include the following forms, in conjunction with security questionnaire submission of the SF-85P, "Security Questionnaire for Public Trust Positions" via e-QIP:

1. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
2. FD Form 258, "Fingerprint Card" (2 copies)

3. Form DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
4. Position Designation Determination for Contract Personnel Form
5. Foreign National Relatives or Associates Statement
6. OF 306, Declaration for Federal Employment (approved use for Federal Contract Employment)
7. ER-856, "Contract Employee Code Sheet"

### **EMPLOYMENT ELIGIBILITY**

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

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

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

### **CONTINUED ELIGIBILITY**

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

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

In support of the overall USCIS mission, Contractor employees are required to complete one-time or annual DHS/USCIS mandatory trainings. The Contractor shall certify annually, but no later than December 31<sup>st</sup> each year, that required trainings have been completed. The certification of the completion of the trainings by all contractors shall be provided to both the COR and Contracting Officer.

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

- **USCIS Fire Prevention and Safety Training** (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training)

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

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

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

#### **SECURITY MANAGEMENT**

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

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

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

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   1
2. AMENDMENT/MODIFICATION NO. P00001	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No, street, county, State and ZIP Code) IDEO LLC 100 FOREST AVE PALO ALTO CA 94301		(a) 8A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
(b)(4)		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-10F-0032W HSSCCG-14-F-00242	10B. DATED (SEE ITEM 13) 05/16/2014
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 \_\_\_\_\_ 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 such 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 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).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	FAR 52.212-4 (c), Changes (b)(4)

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

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

DUNS Number [Redacted]

The purpose of this modification is to issue a Partial Notice to Proceed (PNTP) in accordance with the attached PNTP letter dated 6/18/2014.

This is a no cost modification. The total obligated amount remains 507,461.28.

All other terms and conditions remain unchanged.

AAP Number: 2014020869 DO/DPAS Rating: NONE

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

[Redacted Signature Box]	A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Manda L. Steinhour
	B. UNITED STATES OF AMERICA <i>Manda L. Steinhour</i> (Signature of Contracting Officer)
	16C. DATE SIGNED 6/18/2014

Previous edition unusable

(b)(4)

(b)(6)

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

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. P00002	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) IDEO LP 715 ALMA STREET PALO ALTO CA 94301		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE	(b)(4)	FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. GS-10F-0032W HSSCCG-14-F-00242 10B. DATED (SEE ITEM 13) 05/16/2014

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).

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.
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 \_\_\_\_\_ 0 \_\_\_\_\_ copies to the issuing office.

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

DUNS Number: (b)(4)

AAP Number: 2014020869 DO/DPAS Rating: NONE

This modification is issued to terminate Chui-Ang Yuen as the Contracting Officer Representative (COR) and assign Freddie Jordan as the new COR for this order. See attached COR termination and appointment memos.

This is a no cost modification. All other terms and conditions remain unchanged.

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)	15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Amanda L. Steinhour	16B. UNITED STATES OF AMERICA <i>Amanda L. Steinhour</i> (Signature of Contracting Officer)	16C. DATE SIGNED 06/24/2014
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NSN 7540-01-152-8070  
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STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. P00003	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, state and ZIP Code) IDEO LP 715 ALMA STREET PALO ALTO CA 94301		(X) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
(b)(4)		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-10F-0032W HSSCCG-14-F-00242	10B. DATED (SEE ITEM 13) 05/16/2014
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 18, 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)  
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACT/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 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: FAR 52.212-4(c), Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)  
DUNS Number: (b)(4)  
AAP Number: 2014020869 DO/DPAS Rating: NONE  
The purpose of this modification is to replace the Partial Notice to Proceed (PNTP) letter dated 06/18/2014 with the attached Full Notice to Proceed (FNTP) dated 07/10/2014. The Period of Performance of this order is 07/14/2014 - 10/06/2014.

This is a No Cost Modification. The Total Obligated Amount Remains \$507,461.28. All other terms and conditions remain unchanged.

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.

14A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) (b)(4) Amanda L. Steinhour		16A. UNITED STATES OF AMERICA	16C. DATE SIGNED 7/10/2014
E SIGNED 114		(Signature of Contracting Officer)	

Previous edition unusable (b)(6)  
STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

*Burlington Contracting Office*

U.S. Department of Homeland Security  
70 Kimball Avenue  
South Burlington, VT 05403



**U.S. Citizenship  
and Immigration  
Services**

**FULL NOTICE TO PROCEED**

**From: US Citizenship & Immigration Services  
Contracting Office  
70 Kimball Avenue  
South Burlington, VT 05403**

**Date: 07/10/2014**

**Task Order No. HSSCCG-14-F-00242**

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**To: IDEO, LLC.  
100 Forest Avenue  
Palo Alto, CA 94301**

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In accordance with the terms of the above contract, you are hereby notified to proceed with full performance on the above contract for Lean User Experience Design Services for myUSCIS. The Period of Performance for this order is 07/14/2014 – 10/06/2014.

Please acknowledge receipt of this notice to proceed in the space provide below and return.

USCIS Contracting Office

Amanda Steinhour, Contracting Officer

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**ACKNOWLEDGEMENT**

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This Notice to Proceed was received by

(b)(4)

(b)(6)