

## Comparative Evaluation TEC Report

### Factor 4: Betterment Promises

#### 1. Factor Four (4) -

##### A. [REDACTED]'s noteworthy observations:

1. On page 6 of its quote, Betterment #1: Continuous on-site maintenance: Continuous on-site maintenance team exceeds USCIS maintenance requirements. The government benefits from offeror's immediate response to routine and repair/replacement issues. This is above and beyond the minimum requirement established on page 6-8 of the SOW, sections 6.2, 6.2.5–6.2.8, 7, and 8 of the SOW.
2. [REDACTED] Betterment #2: Introduction of [REDACTED] security feature on a document, page 7 of quote. USCIS continues to expand the portfolio of applications for and delivery of evidence of benefits using e-filing and other electronic platforms. ODP is currently looking into utilizing/offering Mobile IDs and digital documents as evidence of citizenship, immigration and employment. [REDACTED] for digital documents may be an avenue worth exploring by the government for digital documentation. This is viewed as a betterment and goes beyond the minimum requirements established by USCIS on page 10 of SOW, Section 6.6 – Technical Support.
3. Betterment #3: Benefits from inclusion into [REDACTED] ecosystem (page 8 of quote). [REDACTED] [REDACTED] for production can integrate smoothly with the current USCIS system at no additional cost. This is viewed as a betterment for the Government as it reduces schedule, performance, interoperability, interface, and systems connectivity risks. Use of the [REDACTED] dashboard, software upgrades and fixes is betterment to the government. The [REDACTED] Dashboard

provides real-time system performance reporting metrics to customer-designated recipients for use in monitoring and analyzing overall system performance.

This is viewed as being an improvement that is above and beyond the minimum requirements established on pages 10-11 of the SOW, Sections 6.6, 6.7, and 6.8. It is highly likely that this would also allow the Offeror to exceed the Operational Standards in the SOW as established on page 8 in Section 8, Performance.

**B. [REDACTED] noteworthy observations:**

- 1. In Section 4.1 on page 4 of its quote, [REDACTED] cites previous experience of the offeror and subcontractor working together as a betterment. While this is certainly positive, it speaks more to the experience of [REDACTED] proposed teaming arrangement and is not considered a betterment and/or something that provides additional value above and beyond USCIS minimum requirements. The ability of a prime contractor to work well with any subcontractor it may choose to partner with is a basic expectation. There is no traceability back to the SOW as this is an implied requirement/expectation not an explicit requirement.**
- 2. In Section 4.1 on page 4 of its quote, [REDACTED] cites its experience with the DOS Next-Generation Passport Personalization Printers, Pre-award testing that earned an excellent rating as a betterment. [REDACTED] did not provide quantitative data, the results of acceptance testing, or the final outcome/achievement of system full operational capability. While [REDACTED] pre-award test rating is a positive, this is not viewed as a betterment that goes above and beyond the minimum requirements stated by USCIS and/or that would provide additional value to USCIS. The TEC does not consider this a betterment without the inclusion or quantification of final outcome and how that would translate into a betterment above the minimum requirements established in the SOW.**

3. In Section 4.2, Upgrading the Personalization System, on page 6 of its quote, [REDACTED] cites the modularity of the solution as a betterment. The modularity of its solution exceed the SOW's Operational Standards on page 8 in Section 8, Performance. A modular system would help to minimize downtime in case of equipment malfunction and/or need for repair and should improve the overall maintainability of the system. This is considered a Betterment.
  4. In Section 4.2, Upgrading the Personalization System, on page 7 of its quote, [REDACTED] cites its ability to upgrade the solution it has proposed by providing additional equipment at an additional cost. These additional modules are capable of [REDACTED] into travel document booklets and to [REDACTED] onto a polycarbonate page. This is not viewed as a betterment for several reasons: 1) it is not something that is included with or that enhances the solution that is being proposed to USCIS; 2) the ability to upgrade/purchase additional equipment that engraves polycarbonate pages and/or adds [REDACTED] to travel document booklets is not a requirement set forth in the SOW; 3) USCIS does not anticipate utilizing [REDACTED] in future travel document booklet designs. This meets the requirements established page 4, Section 6, Specific Task, of the SOW "that new and evolving technology are developed and integrated to the USCIS TDPS II printing system" but does not exceed it and is not part of the solution proposed by [REDACTED] and is therefore not considered a Betterment.
- C. [REDACTED] noteworthy observations:
1. On page 8 of its quote, [REDACTED] states that it will provide monthly services, but offers 2 other options which would reduce overall Equipment Maintenance pricing. USCIS requires monthly preventive maintenance. Reduction of maintenance frequency is viewed as a risk by USCIS, particularly it would increase the risk of system downtime. USCIS is not willing to accept the increased risk associated with less frequent/lower cost Equipment maintenance.

It is in the best interest of the Government to keep equipment in operational condition and lowers risk of down time. Therefore, [REDACTED] alternatives to the USCIS requirement is not a Betterment.

2. On page 8 of its quote, Redundancy: [REDACTED] states that it would “offer a redundancy machine the USCIS can connect to as soon as it is clear that [REDACTED] has to visit”. It is unclear what exactly [REDACTED] is stating is a betterment. Would USCIS need to choose one location to store one spare? How would this benefit the other production facility if the equipment at that facility, e.g. the facility that doesn’t have a spare, needs to be repaired or replaced? One additional machine offered as redundancy is not betterment to the government. The SOW requires inoperable equipment to be repaired within 48-72 hours of notification to the offeror. The redundant equipment is unnecessary as the alternative production site can temporarily personalize the volume of travel documents during the repair window not to exceed 72 hours. This redundant machine would also sit idle for long periods of time without use. For these reasons we do not find that the proposed redundancy is a Betterment above the minimum requirements established in the SOW in Sections 6.2, Equipment Maintenance (page 6) and/or Operational Standards on page 8 in Section 8, Performance.
3. [REDACTED] offers a Warranty Extension on page 8 of its quote - The offeror’s extension of the warranty for the length of contract is betterment to the government as it goes beyond the minimum 90-day warranty established in the SOW in Section 6.2.3, Warranty Period.
4. Potential Savings – Stating that USCIS could purchase “lesser automated machines” or change to a less frequent maintenance interval for a better price is not betterment to the government. If [REDACTED] had multiple equipment and maintenance solutions to offer it should have submitted quotes for any solution it felt may

have satisfied USCIS' requirements. The TEC cannot evaluate a potential "lesser automated version" without a quote. Therefore, this is not a betterment.

5. Under the section titled Production Volume on page 8 of the quote – The capability of [REDACTED] proposed solution to personalize 100 travel document booklets per hour exceeds USCIS requirements of being capable of producing 1,650 travel documents per week total and being able to accommodate production of up to 2,000 per week total per section 6.1.1, Supply, page 5 of the TDPS SOW.
6. The image enhancement feature on page 8 of the quote is viewed as an improvement/betterment over the minimum requirements set forth in the SOW when the photograph is too light or dark. This feature is viewed as proactive and should help reduce the need for technical support under Section 6.6.5 Image Quality Improvement Program Support on page 11 of the SOW. This could also help to reduce the reject rate of travel document booklets and is viewed as a Betterment that is an enhancement over the minimum requirements established in the SOW.

D. For Factor Four (4), Betterment, we consider [REDACTED]'s quote to be the most advantageous for the Government because of the continuous On-Site maintenance Team, booklet production capabilities and system integration with the current system in place.

In comparison, the TEC noted that [REDACTED] only offered one Betterment above the minimum requirements as set forth by the TDPS II SOW, a modular system. The system offered by [REDACTED] is also modular. [REDACTED] offered additional Betterments beyond the one Betterment offered in [REDACTED] quote. The TEC noted that [REDACTED]'s additional Betterments compared to [REDACTED] one Betterment, modularity (which [REDACTED]'s proposed system also features) made [REDACTED]'s Betterments superior when compared to [REDACTED] Betterments. [REDACTED]'s

additional Betterments include: On-Site maintenance Team, booklet production capabilities and system integration with the current system in place.

The TEC found that [REDACTED] offered three Betterments that went beyond the minimum requirements set forth by the SOW. 1) Production Volume of 100 units per hour exceeds SOW requirement of 1,650 units total weekly and capability to surge up to 2,000 units weekly; 2) Image Enhancement that allows for image quality improvement and color management without human interaction; 3) Warranty Extension – [REDACTED] offers to extend its standard warranty of 12 months to the entire project length (this award is for one base year and four optional years for maintenance and equipment consumables). The TEC found that [REDACTED] Warranty Extension and the Image Enhancement were its strongest Betterments that offered the most value above the minimum requirements stated in the SOW. However, the TEC found that [REDACTED] combination of Betterments provided a greater value for USCIS above the minimum requirements stated in the SOW when compared to the Betterments offered by either [REDACTED] or [REDACTED].

[REDACTED]'s Betterment Promises are viewed as offering more value above the other Offerors. [REDACTED]'s Betterment of Continuous On Site Maintenance would provide an immediate response to routine and repair/replacement issues and the ability to quickly analyze non-routine maintenance/system failures which would help minimize system downtime required for any repairs/replacements.

[REDACTED] offers the introduction of [REDACTED] code security feature on a document to the suite of equipment proposed at no additional cost. USCIS is currently exploring the expansion/use of [REDACTED], so having the capability of introducing a [REDACTED] in the future provides definite value to USCIS and having this capability available for use in existing equipment would save USCIS the schedule, budget, and performance risk of acquiring and integrating a separate piece of equipment in the future.

█'s proposed solution also provides the Betterment of inclusion into USCIS existing █ ecosystem. This would reduce schedule, performance, interoperability, interface, and systems connectivity risks. This Betterment includes the use of the █ dashboard, software upgrades and fixes is betterment to the government. The █ Dashboard provides real-time system performance reporting metrics to customer-designated recipients for use in monitoring and analyzing overall system performance.

For Factor Four (4), Betterment, we consider █'s quote to be the most advantageous for the Government because of the continuous On-Site maintenance Team, booklet production capabilities and system integration with the current system in place.

