## **Comparative Evaluation TEC Report**

## **Factor 4: Betterment Promises**

1. Factor Foul	r (4) -
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- A. '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.
  - 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.

    OIDP is currently looking into utilizing/offering Mobile IDs and digital documents as evidence of citizenship, immigration and employment.

    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 ecosystem (page 8 of quote). 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 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.

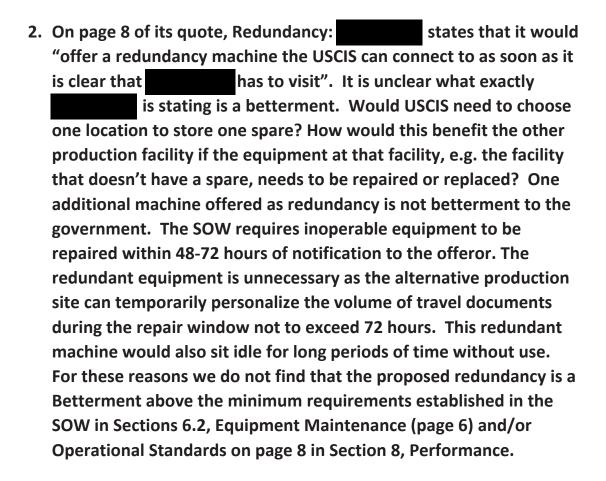
This is viewed as being an improvement that is above and beyond the minimum requirements established on pages 10-11 of the SOW, Sections 6.6, 6.7, and 6.8. It is highly likely that this would also allow the Offeror to exceed the Operational Standards in the SOW as established on page 8 in Section 8,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

## B. noteworthy observations:

- 1. In Section 4.1 on page 4 of its quote, 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 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, the DOS Next-Generation Passport Personalization Printers, Preaward testing that earned an excellent rating as a betterment. did not provide quantitative data, the results of acceptance testing, or the final outcome/achievement of system full operational capability. While 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, 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 cites its ability to upgrade the solution it has its quote, proposed by providing additional equipment at an additional cost. These additional modules are capable of into travel document booklets and to 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 to travel document booklets is not a requirement set forth in the SOW; 3) USCIS does not anticipate utilizing 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 and is therefore not considered a Betterment.
- C. noteworthy observations:
  - 1. On page 8 of its quote, 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, alternatives to the USCIS requirement is not a Betterment.



- 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 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.

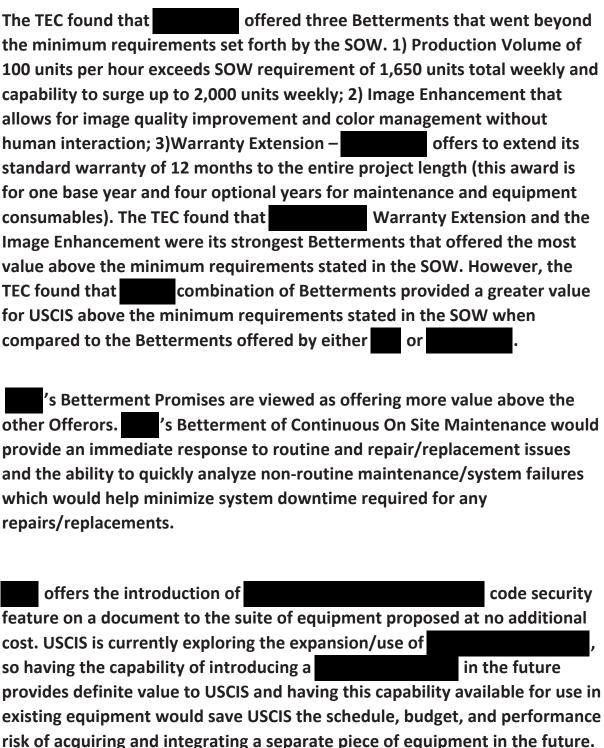
- 5. Under the section titled Production Volume on page 8 of the quote

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

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



's proposed solu	ution also provides the I	Betterment of inclusion into
USCIS existing	ecosystem. This would reduce schedule,	
performance, interop	perability, interface, and	d systems connectivity risks.
This Betterment incl	udes the use of the	dashboard, software
upgrades and fixes is betterment to the government. The		
Dashboard provides	real-time system perfor	rmance reporting metrics to
customer-designated recipients for use in monitoring and analyzing		
overall system perfo	rmance.	

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

