

SECTION I CONTRACT CLAUSES

I.1 GENERAL

Orders under the Basic Contract may include additional clauses to those enumerated in this Basic Contract, such as: (1) optional FAR clauses; (2) agency supplemental clauses; (3) alternate FAR clauses; and (4) order-specific clauses. Such additional clauses are not limited to those associated only with Section I of the Uniform Contract Format in FAR 52.3.

The clauses relating to the Davis-Bacon Act (Section B.9) and the Service Contract Act (Section B.10) shall be included in an individual Order by the OCO if they are deemed applicable to the Order.

The clauses in I.2 apply at the Order level, as applicable, depending upon the contract type of the Order, or as specifically referenced in the applicable Order.

I.2 FAR 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 these addresses:

<https://www.acquisition.gov/far/index.html>
<https://www.acquisition.gov/gsam/gsam.html>

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.202-1	DEFINITIONS	JUL 2004	x	x	x
52.203-3	GRATUITIES	APR 1984	x	x	x
52.203-5	COVENANT AGAINST CONTINGENT FEES	APR 1984	x	x	x
52.203-6	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT	JUL 1995	x	x	
52.203-7	ANTI-KICKBACK PROCEDURES	JUL 1995	x	x	x
52.203-8	CANCELLATION, RESCISSION, AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997	x	x	x
52.203-10	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997	x	x	x
52.203-12	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	SEP 2007	x	x	x
52.203-13	CONTRACTOR CODE OF BUSINESS ETHICS AND CONDUCT	APR 2010	x	x	x
52.203-14	DISPLAY OF HOTLINE POSTER(S)	DEC 2007	x	x	x
52.203-15	WHISTLEBLOWER PROTECTIONS UNDER THE AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009	JUN 2010	x	x	x
52.204-2	SECURITY REQUIREMENTS	AUG 1996	x	x	x

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER	AUG 2000	x	x	x
52.204-7	CENTRAL CONTRACTOR REGISTRATION	JUL 2006	x	x	x
52.204-9	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL	SEP 2007	x	x	x
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	JUL 2010	x	x	x
52.204-11	AMERICAN RECOVERY AND REINVESTMENT ACT – REPORTING REQUIREMENTS	JUL 2010	x	x	x
52.207-3	RIGHT OF FIRST REFUSAL OF EMPLOYMENT	MAY 2006	x	x	x
52.207-5	OPTION TO PURCHASE EQUIPMENT	FEB 1995	x	x	x
52.208-9	CONTRACTOR USE OF MANADATORY SOURCE OF SUPPLY OR SERVICES	OCT 2008	x	x	x
52.209-6	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT	JAN 2005	x	x	x
52.209-9	UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS	JAN 2011	x	x	x
52.209-9	ALTERNATE I	JAN 2011	x	x	x
52.211-5	MATERIALS REQUIREMENTS	AUG 2000	x	x	
52.211-15	DEFENSE PRIORITY AND ALLOCATION REQUIREMENTS	SEP 1990	x	x	x
52.214-35	SUBMISSION OF OFFERS IN U.S. CURRENCY	APR 1991	x	x	x
52.215-2	AUDIT AND RECORDS — NEGOTIATION	OCT 2010	x	x	x
52.215-2	ALTERNATE I [†] (see note)	MAR 2009	x	x	x
52.215-2	ALTERNATE II	APR 1998		x	
52.215-2	ALTERNATE III	JUN 1999	x	x	x
52.215-8	ORDER OF PRECEDENCE – UNIFORM CONTRACT FORMAT	OCT 1997	x	x	x
52.215-9	CHANGES OR ADDITIONS TO MAKE-OR-BUY PROGRAM	OCT 1997	x	x	x
52.215-9	ALTERNATE I	OCT 1997	x		
52.215-9	ALTERNATE II	OCT 1997		x	
52.215-10	PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA	OCT 1997	x	x	x
52.215-11	PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA – MODIFICATIONS	OCT 1997	x	x	x
52.215-12	SUBCONTRACTOR COST OR PRICING DATA	OCT 1997	x	x	x
52.215-13	SUBCONTRACTOR COST OR PRICING DATA – MODIFICATIONS	OCT 1997	x	x	x
52.215-14	INTEGRITY OF UNIT PRICES	OCT 1997	x	x	x
52.215-14	ALTERNATE I	OCT 1997	x	x	x
52.215-15	PENSION ADJUSTMENTS AND ASSET REVERSIONS	OCT 2004	x	x	x
52.215-16	FACILITIES CAPITAL COST OF MONEY	JUN 2003	x	x	x
52.215-17	WAIVER OF FACILITIES CAPITAL COST OF MONEY	OCT 1997	x	x	x

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.215-18	REVERSION OR ADJUSTMENT OF PLANS FOR POSTRETIREMENT BENEFITS (PRB) OTHER THAN PENSIONS	JUL 2005	x	x	X
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA-MODIFICATIONS	OCT 1997	x	x	x
52.215-21	ALTERNATE I	OCT 1997	x	x	x
52.215-21	ALTERNATE II	OCT 1997	x	x	x
52.215-21	ALTERNATE III	OCT 1997	x	x	x
52.215-21	ALTERNATE IV	OCT 1997	x	x	x
52.216-4	ECONOMIC PRICE ADJUSTMENT – LABOR AND MATERIAL	JAN 1997	x		x
52.216-5*	PRICE REDETERMINATION – PROSPECTIVE	OCT 1997	x		x
52.216-6*	PRICE REDETERMINATION— RETROACTIVE	OCT 1997	x		x
52.216-7*	ALLOWABLE COST AND PAYMENT	DEC 2002		x	x
52.216-8	FIXED FEE	MAR 1997		x	x
52.216-10	INCENTIVE FEE	MAR 1997		x	x
52.216-11*	COST CONTRACT-NO FEE	APR 1984		x	x
52.216-12	COST-SHARING CONTRACT— NO FEE	APR 1984		x	
52.216-16*	INCENTIVE PRICE REVISION – FIRM TARGET	OCT 1997	x		x
52.216-16	ALTERNATE I	APR 1984	x		x
52.216-17*	INCENTIVE PRICE REVISION – SUCCESSIVE TARGETS	OCT 1997	x		x
52.216-17	ALTERNATE I	APR 1984	x		x
52.217-2	CANCELLATION UNDER MULTI-YEAR CONTRACTS	OCT 1997	x		
52.217-8*	OPTION TO EXTEND SERVICES	NOV 1999	x	x	x
52.217-9*	OPTION TO EXTEND THE TERM OF THE CONTRACT	MAR 2000	x	x	x
52.219-4	NOTICE OF PRICE EVALUATION PREFERENCE FOR HUBZONE SMALL BUSINESS CONCERNS.	JUL 2005	x	x	x
52.219-6	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE	JUN 2003	x	x	x
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	MAY 2004	x	x	x
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN	JUL 2005	x	x	x
52.219.14	LIMITATIONS ON SUBCONTRACTING	DEC 1996	x	x	x
52.219-16	LIQUIDATED DAMAGES – SUBCONTRACTING PLAN	JAN 1999	x	x	x
52.219-28	POST-AWARD SMALL BUSINESS PROGRAM REPRESENTATION	MAR 2009	x	x	x
52.222-1	NOTICE TO THE GOVERNMENT OF LABOR DISPUTES	FEB 1997	x	x	x
52.222-2*	PAYMENT FOR OVERTIME PREMIUMS	JUL 1990		x	
52.222-3	CONVICT LABOR	JUN 2003	x	x	x
52.222-21	PROHIBITION OF SEGREGATED FACILITIES	FEB 1999	x	x	x

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.222-26	EQUAL OPPORTUNITY	MAR 2007	x	x	X
52.222-29	NOTIFICATION OF VISA DENIAL	JUN 2003	x	x	x
52.222-35	EQUAL OPPORTUNITY FOR SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS	DEC 2001	x	x	x
52.222-36	AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES	JUN 1998	x	x	x
52.222-36	ALTERNATE I	JUN 1998	x	x	x
52.222-37	EMPLOYMENT REPORTS ON SPECIAL DISABLED VETERANS, VETERANS OF THE VIETNAM ERA, AND OTHER ELIGIBLE VETERANS	DEC 2001	x	x	x
52.222-50	COMBATING TRAFFICKING IN PERSONS	FEB 2009	x	x	x
52.222-54	EMPLOYEE ELIGIBILITY VERIFICATION	JAN 2009	x	x	x
52.223-3*	HAZARDOUS MATERIAL IDENTIFICATION AND MATERIAL SAFETY DATA	JAN 1997	x	x	x
52.223-3*	ALTERNATE I	JUL 1995	x	x	x
52.223-5	POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION. ALTERNATE I	AUG 2003	x	x	x
52.223-5	ALTERNATE I	AUG 2003	x	x	x
52.223-5	ALTERNATE II	AUG 2003	x	x	x
52.223-6	DRUG-FREE WORKPLACE	MAY 2001	x	x	x
52.223-10	WASTE REDUCTION PROGRAM	AUG 2000	x	x	
52.223-12	REFRIGERATION EQUIPMENT AND AIR CONDITIONERS	MAY 1995	x	x	x
52.223-14	TOXIC CHEMICAL RELEASE REPORTING	AUG 2003	x	x	x
52.223-17	AFFIRMATIVE PROCUREMENT OF EPA-DESIGNATED ITEMS IN SERVICE AND CONSTRUCTION CONTRACTS	MAY 2008	x	x	x
52.224-1	PRIVACY ACT NOTIFICATION	APR 1984	x	x	x
52.224-2	PRIVACY ACT	APR 1984	x	x	x
52.225-1	BUY AMERICAN ACT – SUPPLIES	FEB 2009	x	x	x
52.225-3	BUY AMERICAN ACT – FREE TRADE AGREEMENTS – ISRAELI TRADE ACT	JUN 2009	x	x	x
52.225-5	TRADE AGREEMENTS	AUG 2009	x	x	
52.225-8	DUTY-FREE ENTRY	FEB 2000	x	x	x
52.225-13	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES	JUN 2008	x	x	
52.225-14	INCONSISTENCY BETWEEN ENGLISH VERSION AND TRANSLATION OF CONTRACT	FEB 2000	x	x	x
52.225-19	CONTRACTOR PERSONNEL IN A DESIGNATED OPERATIONAL AREA OR SUPPORTING A DIPLOMATIC OR CONSULAR MISSION OUTSIDE THE UNITED STATES	MAR 2008	x	x	x
52.227-1	AUTHORIZATION AND CONSENT	DEC 2007	x	x	
52.227-2	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT	DEC 2007	x	x	

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.227-3	PATENT INDEMNITY	APR 1984	x	x	
52.227-3*	ALTERNATE I	APR 1984	x	x	
52.227-3*	ALTERNATE II	APR 1984	x	x	
52.227-5*	WAIVER OF INDEMNITY	APR 1984	x	x	
52.227-9	REFUND OF ROYALTIES	APR 1984	x		
52.227-10	FILING OF PATENT APPLICATIONS – CLASSIFIED SUBJECT MATTER	DEC 2007	x	x	
52.227-11	PATENT RIGHTS – RETENTION BY THE CONTRACTOR (SHORT FORM)	DEC 2007	x	x	
52.227-13	PATENT RIGHTS – ACQUISITION BY THE GOVERNMENT	DEC 2007	x	x	
52.227-14	RIGHTS IN DATA— GENERAL	DEC 2007	x	x	x
52.227-14	ALTERNATE I	DEC 2007	x	x	x
52.227-14*	ALTERNATE II	DEC 2007	x	x	x
52.227-14*	ALTERNATE III	DEC 2007	x	x	x
52.227-14	ALTERNATE IV	DEC 2007	x	x	x
52.227-14*	ALTERNATE V	DEC 2007	x	x	x
52.227-16	ADDITIONAL DATA REQUIREMENTS	JUN 1987	x	x	
52.227-17	RIGHTS IN DATA-SPECIAL WORKS	DEC 2007	x	x	x
52.227-19	COMMERCIAL COMPUTER SOFTWARE – RESTRICTED RIGHTS	DEC 2007	x		
52.227-21*	TECHNICAL DATA DECLARATION, REVISION, AND WITHHOLDING OF PAYMENT— MAJOR SYSTEMS	DEC 2007	x	x	x
52.227-22	MAJOR SYSTEM – MINIMUM RIGHTS	JUN 1987	x	x	x
52.227-23*	RIGHTS TO PROPOSAL DATA (TECHNICAL)	JUN 1987	x	x	x
52.228-3	WORKERS' COMPENSATION INSURANCE (DEFENSE BASE ACT)	APR 1984	x	x	x
52.228-4	WORKERS' COMPENSATION AND WAR-HAZARD INSURANCE OVERSEAS	APR 1984	x	x	x
52.228-5	INSURANCE - WORK ON A GOVERNMENT INSTALLATION	JAN 1997	x		
52.228-7	INSURANCE – LIABILITY TO THIRD PERSONS	MAR 1996		x	
52.229-3	FEDERAL, STATE, AND LOCAL TAXES	APR 2003	x		x
52.229-4	FEDERAL, STATE, AND LOCAL TAXES (STATE AND LOCAL ADJUSTMENTS)	APR 2003	x		x
52.229-6	TAXES – FOREIGN FIXED-PRICE CONTRACTS	JUN 2003	x		x
52.229-8*	TAXES – FOREIGN COST-REIMBURSEMENT CONTRACTS	MAR 1990		x	
52.229-10*	STATE OF NEW MEXICO GROSS RECEIPTS AND COMPENSATING TAX	APR 2003		x	x
52.232-1	PAYMENTS	APR 1984	x		
52.232-7*	PAYMENTS UNDER TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS	FEB 2007			x
52.232-7	ALTERNATE I	FEB 2007			x
52.232-8	DISCOUNTS FOR PROMPT PAYMENT	FEB 2002	x		x

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.232-9	LIMITATION ON WITHHOLDING OF PAYMENTS	APR 1984	x	x	X
52.232-11	EXTRAS	APR 1984	x		
52.232-12*	ADVANCE PAYMENTS	MAY 2001	x	x	x
52.232-12	ALTERNATE I	APR 1984	x	x	x
52.232-12*	ALTERNATE II	MAY 2001		x	
52.232-16*	PROGRESS PAYMENTS	JUL 2009	x		
52.232-16	ALTERNATE I	MAR 2000	x		
52.232-17	INTEREST	OCT 2008	x	x	x
52.232-18	AVAILABILITY OF FUNDS	APR 1984	x	x	x
52.232-19	AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR	APR 1984	x	x	
52.232-20	LIMITATION OF COST	APR 1984		x	
52.232-22	LIMITATION OF FUNDS	APR 1984		x	
52.232-23	ASSIGNMENT OF CLAIMS	JAN 1986	x	x	x
52.232-23	ALTERNATE I	APR 1984	x	x	x
52.232-25	PROMPT PAYMENT	OCT 2003	x	x	x
52.232-25	ALTERNATE I	FEB 2002		x	x
52.232-33	PAYMENT BY ELECTRONIC FUNDS TRANSFER-CENTRAL CONTRACTOR REGISTRATION	OCT 2003	x	x	x
52.232-36	PAYMENT BY THIRD PARTY	FEB 2010	x	x	x
52.232-37	MULTIPLE PAYMENT ARRANGEMENTS.	MAY 1999	x	x	x
52.233-1	DISPUTES	JUL 2002	x	x	x
52.233-1	ALTERNATE I	DEC 1991	x	x	x
52.233-3	PROTEST AFTER AWARD	AUG 1996	x		x
52.233-3	ALTERNATE I	JUN 1985		x	
52.233-4	APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM	OCT 2004	x	x	x
52.237-2	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION	APR 1984	x	x	x
52.237-3	CONTINUITY OF SERVICES	JAN 1991	x	x	
52.237-9	WAIVER OF LIMITATION ON SEVERANCE PAYMENTS TO FOREIGN NATIONALS	AUG 2003		x	x
52.237-10	IDENTIFICATION OF UNCOMPENSATED OVERTIME	OCT 1997	x	x	x
52.239-1	PRIVACY OR SECURITY SAFEGUARDS	AUG 1996	x	x	x
52.242-1	NOTICE OF INTENT TO DISALLOW COSTS	APR 1984	x	x	x
52.242-3	PENALTIES FOR UNALLOWABLE COSTS	MAY 2001		x	x
52.242-4	CERTIFICATION OF FINAL INDIRECT COSTS	JAN 1997		x	x
52.242-13	BANKRUPTCY	JUL 1995	x	x	x
52.243-1	CHANGES – FIXED-PRICE ALTERNATE I	AUG 1987	x		
52.243-1	ALTERNATE I	APR 1984	x		
52.243-1	ALTERNATE II	APR 1984	x		
52.243-1	ALTERNATE III	APR 1984	x		
52.243-2	CHANGES – COST REIMBURSEMENT	AUG 1987		x	

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.243-2	ALTERNATE I	APR 1984		x	
52.243-2	ALTERNATE II	APR 1984		x	
52.243-2	ALTERNATE V	APR 1984		x	
52.243-3	CHANGES – TIME-AND-MATERIALS OR LABOR-HOURS	SEPT 2000			x
52.243-6	CHANGE ORDER ACCOUNTING	APR 1984	x	x	
52.243-7*	NOTIFICATION OF CHANGES	APR 1984	x	x	x
52.244-2*	SUBCONTRACTS	JUN 2007	x	x	x
52.244-2	ALTERNATE I	JUN 2007		x	
52.244-5	COMPETITION IN SUBCONTRACTING	DEC 1996	x	x	
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS	JUN 2010	x	x	x
52.245-1	GOVERNMENT PROPERTY	JUN 2007	x	x	x
52.245-2	GOVERNMENT PROPERTY INSTALLATION OPERATION SERVICES	JUN 2007	x	x	x
52.245-9	USE AND CHARGES	JUNE 2007	x	x	x
52.246-19*	WARRANTY OF SYSTEMS AND EQUIPMENT UNDER PERFORMANCE SPECIFICATIONS OR DESIGN CRITERIA.	MAY 2001	x		
52.246-19	ALTERNATE I	APR 1984	x		
52.246-19	ALTERNATE II	APR 1984	x		
52.246-19	ALTERNATE III	APR 1984	x		
52.246-20*	WARRANTY OF SERVICES	MAY 2001	x		
52.246-23	LIMITATION OF LIABILITY	FEB 1997	x	x	
52.246-24	LIMITATION OF LIABILITY – HIGH VALUE ITEMS	FEB 1997	x	x	
52.246-25	LIMITATION OF LIABILITY – SERVICES	FEB 1997	x	x	x
52.247-1*	COMMERCIAL BILL OF LADING NOTATIONS	FEB 2006	x	x	x
52.247-63*	PREFERENCE FOR U.S.-FLAG AIR CARRIERS	JUNE 2003	x	x	x
52.247-67*	SUBMISSION OF TRANSPORTATION DOCUMENTS FOR AUDIT	FEB 2006	x	x	x
52.248-1*	VALUE ENGINEERING	FEB 2000	x	x	
52.248-1	ALTERNATE I	APR 1984	x	x	x
52.248-1	ALTERNATE II	FEB 2000	x	x	x
52.248-1	ALTERNATE III	APR 1984	x	x	x
52.249-2	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (FIXED-PRICE)	MAY 2004	x		x
52.249-4	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (SERVICES) (SHORT FORM).	APR 1984	x		
52.249-6	TERMINATION (COST-REIMBURSEMENT)	MAY 2004		x	
52.249-6	ALTERNATE IV	SEP 1996			x
52.249-8	DEFAULT (FIXED-PRICE SUPPLY AND SERVICE)	APR 1984	x		
52.249-14	EXCUSABLE DELAYS	APR 1984		x	x
52.250-5	SAFETY ACT – EQUITABLE ADJUSTMENT	FEB 2009	x	x	x
52.251-1	GOVERNMENT SUPPLY SOURCES	APR 1984	x	x	x

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.251-2	INTERAGENCY FLEET MANAGEMENT SYSTEM VEHICLES AND RELATED SERVICES	JAN 1991		x	
52.253-1	COMPUTER GENERATED FORMS	JAN 1991	x	x	x

† Alternate I only applies to orders funded in whole or in part by the American Recovery and Reinvestment Act of 2009 (ARRA)

(Note: Clause numbers followed by an asterisk () require fill-ins by the OCO if determined applicable and incorporated into the Order.)*

(End of Clause)

I.2.1 ACQUISITION OF COMMERCIAL ITEMS AT THE TASK ORDER LEVEL

The following clauses apply only to task orders that are for the acquisition of supplies or services that meet the definition of commercial items at FAR 2.101. If commercial acquisition procedures are used for any task order, the clauses will be incorporated in full text in the task order.

CLAUSE NO.	TITLE	DATE	FP	COST	TM
52.212-4	CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS	JUN 2010	x		x
52.212-4	ALTERNATE I	OCT 2008	x		x
52.212-5	CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS—COMMERCIAL ITEMS	JUL 2010	x		x
52.212-5	ALTERNATE I	FEB 2000	x		x
52.212-5	ALTERNATE II	APR 2010	x		x

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE

CLAUSE #	CLAUSE TITLE	DATE
552.215-70	EXAMINATION OF RECORDS BY GSA	FEB 1996
552.233-70	PROTESTS FILED DIRECTLY WITH THE GENERAL SERVICES ADMINISTRATION	MAR 2000

I.4 FAR 52.216-18 ORDERING (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued in accordance with Section F.3.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, this contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized by the Schedule.

(End of clause)

I.5 FAR 52.215-19 NOTIFICATION OF OWNERSHIP CHANGES (OCT 1997)

(a) The Contractor shall make the following notifications in writing:

(1) When the Contractor becomes aware that a change in its ownership has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify the ACO within 30 days.

(2) The Contractor shall also notify the ACO within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership.

(b) The Contractor shall--

(1) Maintain current, accurate, and complete inventory records of assets and their costs;

(2) Provide the ACO or designated representative ready access to the records upon request;

(3) Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership changes; and

(4) Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership change.

(c) The Contractor shall include the substance of this clause in all subcontracts under this contract that meet the applicability requirement of FAR 15.408(k).

(End of clause)

I.6 FAR 52.216-19 ORDER LIMITATIONS (OCT 1995)

(a) *Minimum order.* When the Government requires supplies or services covered by this contract in an amount of less than \$100,000 the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) *Maximum order.* The Contractor is not obligated to honor:

- (1) Any order for a single item in excess of \$1 Billion;
- (2) Any order for a combination of items in excess of \$1 Billion;
- (3) A series of orders from the same ordering office within 10 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements contract (*i.e.*, includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within three (3) work days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

I.7 FAR 52.216-22 INDEFINITE QUANTITY (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after 60 months following the expiration of the basic contract ordering period.

(End of clause)

I.8 FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 90 days of the expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 180 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 10 years.

(End of clause)

I.9 FAR 52.232-32 PERFORMANCED-BASED PAYMENTS (JAN 2008)

a) *Amount of payments and limitations on payments.* Subject to such other limitations and conditions as are specified in this contract and this clause, the amount of payments and limitations on payments shall be specified in the contract's description of the basis for payment.

(b) *Contractor request for performance-based payment.* The Contractor may submit requests for payment of performance-based payments not more frequently than monthly, in a form and manner acceptable to the Contracting Officer. Unless otherwise authorized by the Contracting Officer, all performance-based payments in any period for which payment is being requested shall be included in a single request, appropriately itemized and totaled. The Contractor's request shall contain the information and certification detailed in paragraphs (l) and (m) of this clause.

(c) Approval and payment of requests.

(1) The Contractor shall not be entitled to payment of a request for performance-based payment prior to successful accomplishment of the event or performance criterion for which payment is requested. The Contracting Officer shall determine whether the event or performance criterion for which payment is requested has been successfully accomplished in accordance with the terms of the contract. The Contracting Officer may, at any time, require the Contractor to substantiate the successful performance of any event or performance criterion which has been or is represented as being payable.

(2) A payment under this performance-based payment clause is a contract financing payment under the Prompt Payment clause of this contract and not subject to the interest penalty provisions of the Prompt Payment Act. The designated payment office will pay approved requests on the 30th *[Contracting Officer insert day as prescribed by agency head; if not prescribed, insert "30th"]* day after receipt of the request for performance-based payment by the designated payment office. However, the designated payment office is not required to provide payment if the Contracting Officer requires substantiation as provided in paragraph (c)(1) of this clause, or inquires into the status of an event or performance criterion, or into any of the conditions listed in paragraph (e) of this clause, or into the Contractor certification. The payment period will not begin until the Contracting Officer approves the request.

(3) The approval by the Contracting Officer of a request for performance-based payment does not constitute an acceptance by the Government and does not excuse the Contractor from performance of obligations under this contract.

(d) Liquidation of performance-based payments.

(1) Performance-based finance amounts paid prior to payment for delivery of an item shall be liquidated by deducting a percentage or a designated dollar amount from the delivery payment. If the performance-based finance payments are on a delivery item basis, the liquidation amount for each such line item shall be the percent of that delivery item price that was previously paid under performance-based finance payments or the designated dollar amount. If the performance-based finance payments are on a whole contract basis, liquidation shall be by either predesignated liquidation amounts or a liquidation percentage.

(2) If at any time the amount of payments under this contract exceeds any limitation in this contract, the Contractor shall repay to the Government the excess. Unless otherwise determined by the Contracting Officer, such excess shall be credited as a reduction in the unliquidated performance-based payment balance(s), after adjustment of invoice payments and balances for any retroactive price adjustments.

(e) *Reduction or suspension of performance-based payments.* The Contracting Officer may reduce or suspend performance-based payments, liquidate performance-based payments by deduction from any payment under the contract, or take a combination of these actions after finding upon substantial evidence any of the following conditions:

(1) The Contractor failed to comply with any material requirement of this contract (which includes paragraphs (h) and (i) of this clause).

(2) Performance of this contract is endangered by the Contractor's—

- (i) Failure to make progress; or
- (ii) Unsatisfactory financial condition.

(3) The Contractor is delinquent in payment of any subcontractor or supplier under this contract in the ordinary course of business.

(f) Title.

(1) Title to the property described in this paragraph (f) shall vest in the Government. Vestiture shall be immediately upon the date of the first performance-based payment under this contract, for property acquired or produced before that date. Otherwise, vestiture shall occur when the property is or should have been allocable or properly chargeable to this contract.

(2) "Property," as used in this clause, includes all of the following described items acquired or produced by the Contractor that are or should be allocable or properly chargeable to this contract under sound and generally accepted accounting principles and practices:

- (i) Parts, materials, inventories, and work in process;
- (ii) Special tooling and special test equipment to which the Government is to acquire title under any other clause of this contract;
- (iii) Nondurable (*i.e.*, noncapital) tools, jigs, dies, fixtures, molds, patterns, taps, gauges, test equipment and other similar manufacturing aids, title to which would not be obtained as special tooling under paragraph (f)(2)(ii) of this clause; and
- (iv) Drawings and technical data, to the extent the Contractor or subcontractors are required to deliver them to the Government by other clauses of this contract.

- (3) Although title to property is in the Government under this clause, other applicable clauses of this contract (*e.g.*, the termination or special tooling clauses) shall determine the handling and disposition of the property.
- (4) The Contractor may sell any scrap resulting from production under this contract, without requesting the Contracting Officer's approval, provided that any significant reduction in the value of the property to which the Government has title under this clause is reported in writing to the Contracting Officer.
- (5) In order to acquire for its own use or dispose of property to which title is vested in the Government under this clause, the Contractor shall obtain the Contracting Officer's advance approval of the action and the terms. If approved, the basis for payment (the events or performance criteria) to which the property is related shall be deemed to be not in compliance with the terms of the contract and not payable (if the property is part of or needed for performance), and the Contractor shall refund the related performance-based payments in accordance with paragraph (d) of this clause.
- (6) When the Contractor completes all of the obligations under this contract, including liquidation of all performance-based payments, title shall vest in the Contractor for all property (or the proceeds thereof) not—
- (i) Delivered to, and accepted by, the Government under this contract; or
 - (ii) Incorporated in supplies delivered to, and accepted by, the Government under this contract and to which title is vested in the Government under this clause.
- (7) The terms of this contract concerning liability for Government-furnished property shall not apply to property to which the Government acquired title solely under this clause.
- (g) *Risk of loss.* Before delivery to and acceptance by the Government, the Contractor shall bear the risk of loss for property, the title to which vests in the Government under this clause, except to the extent the Government expressly assumes the risk. If any property is damaged, lost, stolen, or destroyed, the basis of payment (the events or performance criteria) to which the property is related shall be deemed to be not in compliance with the terms of the contract and not payable (if the property is part of or needed for performance), and the Contractor shall refund the related performance-based payments in accordance with paragraph (d) of this clause.
- (h) *Records and controls.* The Contractor shall maintain records and controls adequate for administration of this clause. The Contractor shall have no entitlement to performance-based

payments during any time the Contractor's records or controls are determined by the Contracting Officer to be inadequate for administration of this clause.

(i) *Reports and Government access.* The Contractor shall promptly furnish reports, certificates, financial statements, and other pertinent information requested by the Contracting Officer for the administration of this clause and to determine that an event or other criterion prompting a financing payment has been successfully accomplished. The Contractor shall give the Government reasonable opportunity to examine and verify the Contractor's records and to examine and verify the Contractor's performance of this contract for administration of this clause.

(j) *Special terms regarding default.* If this contract is terminated under the Default clause,

(1) the Contractor shall, on demand, repay to the Government the amount of unliquidated performance-based payments, and (2) title shall vest in the Contractor, on full liquidation of all performance-based payments, for all property for which the Government elects not to require delivery under the Default clause of this contract. The Government shall be liable for no payment except as provided by the Default clause.

(k) *Reservation of rights.*

(1) No payment or vesting of title under this clause shall—

- (i) Excuse the Contractor from performance of obligations under this contract; or
- (ii) Constitute a waiver of any of the rights or remedies of the parties under the contract.

(2) The Government's rights and remedies under this clause—

- (i) Shall not be exclusive, but rather shall be in addition to any other rights and remedies provided by law or this contract; and
- (ii) Shall not be affected by delayed, partial, or omitted exercise of any right, remedy, power, or privilege, nor shall such exercise or any single exercise preclude or impair any further exercise under this clause or the exercise of any other right, power, or privilege of the Government.

(l) *Content of Contractor's request for performance-based payment.* The Contractor's request for performance-based payment shall contain the following:

(1) The name and address of the Contractor;

- (2) The date of the request for performance-based payment;
- (3) The contract number and/or other identifier of the contract or order under which the request is made;
- (4) Such information and documentation as is required by the contract's description of the basis for payment; and
- (5) A certification by a Contractor official authorized to bind the Contractor, as specified in paragraph (m) of this clause.

(m) *Content of Contractor's certification.* As required in paragraph (l)(5) of this clause, the Contractor shall make the following certification in each request for performance-based payment:

I certify to the best of my knowledge and belief that—

- (1) This request for performance-based payment is true and correct; this request (and attachments) has been prepared from the books and records of the Contractor, in accordance with the contract and the instructions of the Contracting Officer;
- (2) (Except as reported in writing on (TO BE DETERMINED AT THE ORDER LEVEL)), all payments to subcontractors and suppliers under this contract have been paid, or will be paid, currently, when due in the ordinary course of business;
- (3) There are no encumbrances (except as reported in writing on (TO BE DETERMINED AT THE ORDER LEVEL)) against the property acquired or produced for, and allocated or properly chargeable to, the contract which would affect or impair the Government's title;
- (4) There has been no materially adverse change in the financial condition of the Contractor since the submission by the Contractor to the Government of the most recent written information dated _____; and
- (5) After the making of this requested performance-based payment, the amount of all payments for each deliverable item for which performance-based payments have been requested will not exceed any limitation in the contract, and the amount of all payments under the contract will not exceed any limitation in the contract.

(End of clause)

I.10 FAR 52.237-3 CONTINUITY OF SERVICES (JAN 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to—

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (*i.e.*, costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

(End of clause)

I.11 FAR 52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any GSAM (48 CFR Chapter 5) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

I.12 GSAM 552.203-71 RESTRICTION ON ADVERTISING (SEP 1999)

The Contractor shall not refer to this contract in commercial advertising or similar promotions in such a manner as to state or imply that the product or service provided is endorsed or preferred by the White House, the Executive Office of the President, or any other element of the Federal Government, or is considered by these entities to be superior to other products or services. Any advertisement by the Contractor, including price-off coupons, that refers to a military resale activity shall contain the following statement: "This advertisement is neither paid for nor sponsored, in whole or in part, by any element of the United States Government."

(End of clause)

I.13 GSAM 552.232-72 FINAL PAYMENT (SEP 1999)

Before final payment is made, the Contractor shall furnish the Contracting Officer with a release of all claims against the Government relating to this contract, other than claims in stated amounts that are specifically excepted by the Contractor from the release. If the Contractor's claim to amounts payable under the contract has been assigned under the Assignment of Claims Act of 1940, as amended (31 U.S.C. 3727, 41 U.S.C. 15), a release may also be required of the assignee.

(End of clause)

I.14 GSAM 552.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (SEP 1999)

(a) Deviations to FAR clauses.

(1) This solicitation or contract indicates any authorized deviation to a Federal Acquisition Regulation (48 CFR Chapter 1) clause by the addition of "(DEVIATION)" after the date of the clause, if the clause is not published in the General Services Administration Acquisition Regulation (48 CFR Chapter 5).

(2) This solicitation indicates any authorized deviation to a Federal Acquisition Regulation (FAR) clause that is published in the General Services Administration Acquisition Regulation by the addition of "(DEVIATION (FAR clause no.))" after the date of the clause.

(b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation to a General Services Administration Acquisition Regulation clause by the addition of "(DEVIATION)" after the date of the clause.

(c) “*Substantially the same as*” clauses. Changes in wording of clauses prescribed for use on a “substantially the same as” basis are not considered deviations.

(End of clause)

(END OF SECTION I)

SOLICITATION, OFFER AND AWARD			1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING		PAGE OF PAGES 1 18	
2. CONTRACT NUMBER GS-06F-06312/HSCETC-11-F-00006			3. SOLICITATION NUMBER HSCETC-11-R-00013		4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input type="checkbox"/> NEGOTIATED (RFP)		5. DATE ISSUED 06/01/2011	
							6. REQUISITION/PURCHASE NUMBER 192111C10ENG00018	
7. ISSUED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 T Street NW, Suite 930 Washington DC 20536			CODE ICE/TC/IT SERVICES		8. ADDRESS OFFER TO (If other than Item 7)			
<p>NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".</p> <p style="text-align: center;">SOLICITATION</p>								
9. Sealed offers in original and _____ copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in _____ until _____ (Hour) local time _____ (Date)								
CAUTION: LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.								
10. FOR INFORMATION CALL:		A. NAME (b)(6),(b)(7)(C)		B. TELEPHONE (NO COLLECT CALLS) AREA CODE NUMBER EXT			C. E-MAIL ADDRESS (b)(6),(b)(7)(C)	
11. TABLE OF CONTENTS								
(X)	SEC	DESCRIPTION	PAGE(S)	(X)	SEC	DESCRIPTION	PAGE(S)	
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES				
<input type="checkbox"/>	A	SOLICITATION/CONTRACT FORM		<input type="checkbox"/>	I	CONTRACT CLAUSES		
<input type="checkbox"/>	B	SUPPLIES OR SERVICES AND PRICES/COSTS		PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.				
<input type="checkbox"/>	C	DESCRIPTION/SPECS./WORK STATEMENT		<input type="checkbox"/>	J	LIST OF ATTACHMENTS		
<input type="checkbox"/>	D	PACKAGING AND MARKING		PART IV - REPRESENTATIONS AND INSTRUCTIONS				
<input type="checkbox"/>	E	INSPECTION AND ACCEPTANCE		<input type="checkbox"/>	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS		
<input type="checkbox"/>	F	DELIVERIES OR PERFORMANCE		<input type="checkbox"/>	L	INSIRS, CONDS, AND NOTICES TO OFFERORS		
<input type="checkbox"/>	G	CONTRACT ADMINISTRATION DATA		<input type="checkbox"/>	M	EVALUATION FACTORS FOR AWARD		
<input type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS						
OFFER (Must be fully completed by offeror)								
NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.								
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule								
13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232.8)			10 CALENDAR DAYS (%)		20 CALENDAR DAYS (%)		30 CALENDAR DAYS (%)	
							CALENDAR DAYS (%)	
14. ACKNOWLEDGEMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):			AMENDMENT NO		DATE		AMENDMENT NO.	
15A. NAME AND ADDRESS OF OFFEROR INFOZEN INC 9420 KEY WEST AVENUE SUITE 101 ROCKVILLE MD 208506369			CODE 9645538120000		FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)	
15B. TELEPHONE NUMBER AREA CODE NUMBER EXT.			15C. CHECK IF REMITTANCE ADDRESS <input type="checkbox"/> IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.			17. SIGNATURE		18. OFFER DATE
AWARD (To be completed by government)								
19. ACCEPTED AS TO ITEMS NUMBERED			20. AMOUNT \$4,130,000.00		21. ACCOUNTING AND APPROPRIATION See schedule			
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304 (c) () <input type="checkbox"/> 41 U.S.C. 253 (c) ()			23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)			ITEM		
24. ADMINISTERED BY (If other than Item 7) See Schedule G			CODE ICE/TC/IT SERVICES		25. PAYMENT WILL BE MADE BY See Schedule G			CODE BFC/OHA
26. NAME OF CONTRACTING OFFICER (Type or print) (b)(6),(b)(7)(C)			27. UNITED STATES OF AMERICA (Signature of Contracting Officer)			28. AWARD DATE		

IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.
 AUTHORIZED FOR LOCAL REPRODUCTION
 Previous edition is unusable

STANDARD FORM 33 (Rev. 9-97)
 Prescribed by GSA - FAR (48 CFR) 53.214(c)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE OF
2 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1011	<p>DUNS Number: 964553812 Discount Terms: Net 30 Delivery Location Code: ICE/CIO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536</p> <p>FOB: Destination Period of Performance: 09/02/2011 to 08/30/2016</p> <p>Program Management Support Fully Funded Obligation Amount:\$514,328.40 Incrementally Funded Amount: \$514,328.40</p> <p>Delivery: 30 Days After Award Accounting Info: (b)(7)(E)</p> <p>Funded: \$514,328.40</p>				514,328.40
1021	<p>Network Engineering & Design Services Fully Funded Obligation Amount:\$3,408,210.87 Incrementally Funded Amount: \$1,084,583.10 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES</p> <p>Accounting Info: (b)(7)(E)</p> <p>Funded: \$1,084,583.10</p>				1,084,583.10
1022	<p>ODC's - NEDS Fully Funded Obligation Amount:\$6,184.20 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES</p> <p>Accounting Info: (b)(7)(E)</p> <p>Funded: \$2,000.00</p>				2,000.00
1023	<p>Travel - NEDS Continued ...</p>				2,000.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 3 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Fully Funded Obligation Amount:\$83,486.70 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$2,000.00				
1031	Network Implementation Services Fully Funded Obligation Amount:\$5,625,687.88 Incrementally Funded Amount: \$1,792,845.61 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$1,792,845.61				1,792,845.61
1032	ODC's NIS Fully Funded Obligation Amount:\$2,061.40 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$2,000.00				2,000.00
1033	Travel - NIS Fully Funded Obligation Amount:\$856,511.70 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$2,000.00				2,000.00
1041	Systems Engineering Services Fully Funded Obligation Amount:\$1,023,465.07 Incrementally Funded Amount: \$322,894.91 Continued ...				322,894.91

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 4 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1042	Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$322,894.91 ODC's - SES Fully Funded Obligation Amount:\$10,307.00 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$2,000.00				2,000.00
1043	Travel - SES Fully Funded Obligation Amount:\$30,921.00 Incrementally Funded Amount: \$2,000.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$2,000.00				2,000.00
1131	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2011 Fully Funded Obligation Amount:\$1,064,759.99 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
1132	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2011 Fully Funded Obligation Amount:\$2,061.40 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 5 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1133	Travel - NIS Amount: \$0.00 (Option Line Item) 09/02/2011 Fully Funded Obligation Amount \$0.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
1141	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2011 Fully Funded Obligation Amount \$3,489,182.05 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
1142	ODC's -SES Amount: (b)(4) (Option Line Item) 09/02/2011 Fully Funded Obligation Amount \$10,307.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
1143	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2011 Fully Funded Obligation Amount \$30,921.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
1500	Award Fee Fully Funded Obligation Amount \$1,168,903.54 Incrementally Funded Amount: \$373,347.98 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Accounting Info: (b)(7)(E) Funded: \$373,347.98				373,347.98
2011	Program Management Support Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 6 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$529,758.25 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
2021	Network Engineering & Design Services Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$3,510,457.20 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2022	ODC's - NEDS Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$6,307.88 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2023	Travel - NEDS Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$85,156.43 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2031	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$5,794,458.52 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2032	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$2,123.24 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 7 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	DEVELOPMENT SERVICES				
2033	Travel - NIS Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount:\$873,641.93 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2041	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount:\$1,054,169.02 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2042	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount:\$10,502.83 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2043	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount:\$31,539.42 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2131	Network Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount:\$1,096,702.79 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2132	ODC's - NIS Amount: (b)(4) (Option Line Item) Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 8 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	09/02/2012 Fully Funded Obligation Amount\$2,123.24 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
2133	Travel - NIS Amount: \$0.00 (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$0.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2141	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$3,593,857.51 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2142	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$10,502.83 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2143	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$31,539.42 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
2500	Award Fee Amount: (b)(4) (Option Line Item) 09/02/2012 Fully Funded Obligation Amount\$1,203,970.65 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE 9 OF 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
3011	Program Management Support Amount: (b)(4) Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$545,651.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3021	Network Engineering Services Amount: (b)(4) Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$3,615,770.92 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3022	ODC's - NEDS Amount: (b)(4) Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$6,441.88 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3023	Travel - NEDS Amount: (b)(4) Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$86,826.17 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3031	Network Implementation Services Amount: (b)(4) Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$5,968,292.27 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3032	ODC's - NIS Amount: (b)(4) Option Line Item) 09/02/2013 Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE OF
10 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Fully Funded Obligation Amount\$2,185.08 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
3033	Travel - NIS Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$890,772.17 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3041	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$1,085,794.09 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3042	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$10,708.97 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3043	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$32,157.84 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3131	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$1,129,603.87 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006PAGE OF
11 18NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
3132	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$2,185.08 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3133	Travel - NIS Amount: \$0.00 (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$0.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3141	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$3,701,673.23 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3142	ODC's - SES Travel Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$10,708.97 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3143	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$32,157.84 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
3500	Award Fee Amount: (b)(4) (Option Line Item) 09/02/2013 Fully Funded Obligation Amount\$1,240,089.77 Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE OF
12 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
4011	Program Management Support Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount:\$562,020.53 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4021	Network Engineering & Design Services Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount:\$3,724,244.04 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4022	ODC's - NEDS Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount:\$6,596.48 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4023	Travel - NEDS Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount:\$89,052.48 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4031	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount:\$5,633,889.97 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
	Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006PAGE OF
13 18NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
4032	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$2,288.15 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4033	Travel - NIS Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$913,612.48 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4041	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$1,118,367.92 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4042	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$10,904.81 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4043	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$32,982.40 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4131	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$1,163,491.99 Product/Service Code: D302 Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006PAGE OF
14 18NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
4132	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$2,288.15 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4133	Travel - NIS Amount: \$0.00 (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$0.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4141	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$3,638,953.22 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4142	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$10,904.81 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4143	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$32,982.40 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
4500	Award Fee Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE OF
15 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Amount: (b)(4) (Option Line Item) 09/02/2014 Fully Funded Obligation Amount\$1,222,314.78 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
5011	Program management Support Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$578,881.15 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5021	Network Engineering & Design Services Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$3,835,971.37 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5022	ODC's - NEDS Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$6,751.09 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5023	Travel - NEDS Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$91,835.37 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5031	Network Implementation Services Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$5,350,939.12 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006PAGE OF
16 18NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	DEVELOPMENT SERVICES				
5032	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$2,370.61 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5033	Travel - NIS Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$942,162.87 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5041	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$1,151,918.95 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5042	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$11,121.25 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5043	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$34,013.10 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5131	Network Implementation Services Amount: (b)(4) (Option Line Item) Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006PAGE OF
17 18NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	09/02/2015 Fully Funded Obligation Amount\$1,198,396.75 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				
5132	ODC's - NIS Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$2,370.61 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5133	Travel - NIS Amount: \$0.00 (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$0.00 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5141	Systems Engineering Services Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$3,748,121.82 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5142	ODC's - SES Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$11,121.25 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES				0.00
5143	Travel - SES Amount: (b)(4) (Option Line Item) 09/02/2015 Fully Funded Obligation Amount\$34,013.10 Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Continued ...				0.00

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-06317/HSCFIC-11-F-00006

PAGE OF
18 18

NAME OF OFFEROR OR CONTRACTOR
INFOZEN INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
5500	<p>Award Fee</p> <p>Amount: (b)(4) (Option Line Item)</p> <p>09/02/2015</p> <p>Fully Funded Obligation Amount\$1,222,826.81</p> <p>Product/Service Code: D302</p> <p>Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES</p> <p>The total amount of award: \$89,912,839.34. The obligation for this award is shown in box 20.</p>				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 1	
2. AMENDMENT/MODIFICATION NO. 000001		3. EFFECTIVE DATE 06/01/2011		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (if applicable)		6. ISSUED BY ICE/TC/IT SERVICE		7. ADMINISTERED BY (if other than Item 6) CODE ICE/TC/IT SERVICE	
ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Washington DC 20536		ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Attn: <<Enter Contract Specialist>> Washington DC 20536			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCETC-11-R-00013			
		x 9B. DATED (SEE ITEM 11) 06/01/2011			
		10A. MODIFICATION OF CONTRACT/ORDER NO.			
		10B. DATED (SEE ITEM 13)			
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 1 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 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)

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

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

Subject to availability of funds.

The purpose of the amendment is to incorporate the Questions and Answers document and make changes to the solicitation, including the Cost Model, based on the questions and answers.

Attachments:

AttchCCostModel_01.xlsx

QA_01.doc

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) (b)(6),(b)(7)(C)	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)		15C. DATE SIGNED (b)(6),(b)(7)(C)	
		16C. DATE SIGNED 10 JUN 11	

NSN 7540-01-152-8070
Previous edition unusable

Prescribed by GSA
FAR (48 CFR) 53.243

Consolidated Solicitation
Engineering Services and Support (ESS)

Section B
Line Items

Base Period

CLIN	Description	Type
1011	Program Management Support	Firm-Fixed-Price
1021	Network Engineering & Design Services	Cost-Plus-Award-Fee
1022	ODCs – NEDS	Cost-Reimbursement
1023	Travel – NEDS	Cost-Reimbursement
1031	Network Implementation Services	Cost-Plus-Award-Fee
1032	ODCs – NIS	Cost-Reimbursement
1033	Travel – NIS	Cost-Reimbursement
1041	Systems Engineering Services	Cost-Plus-Award-Fee
1042	ODCs – SES	Cost-Reimbursement
1043	Travel – SES	Cost-Reimbursement
1131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
1132	ODCs – NIS (Optional)	Cost-Reimbursement
1133	Travel – NIS (Optional)	Cost-Reimbursement
1141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
1142	ODCs – SES (Optional)	Cost-Reimbursement
1143	Travel – SES (Optional)	Cost-Reimbursement
1500	Award Fee	Not-to-Exceed

Option Period 1

CLIN	Description	Type
2011	Program Management Support	Firm-Fixed-Price
2021	Network Engineering & Design Services	Cost-Plus-Award-Fee
2022	ODCs – NEDS	Cost-Reimbursement
2023	Travel – NEDS	Cost-Reimbursement
2031	Network Implementation Services	Cost-Plus-Award-Fee
2032	ODCs – NIS	Cost-Reimbursement
2033	Travel – NIS	Cost-Reimbursement
2041	Systems Engineering Services	Cost-Plus-Award-Fee
2042	ODCs – SES	Cost-Reimbursement
2043	Travel – SES	Cost-Reimbursement
2131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
2132	ODCs – NIS (Optional)	Cost-Reimbursement
2133	Travel – NIS (Optional)	Cost-Reimbursement
2141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
2142	ODCs – SES (Optional)	Cost-Reimbursement
2143	Travel – SES (Optional)	Cost-Reimbursement
2500	Award Fee	Not-to-Exceed

Option Period 2

CLIN	Description	Type
3011	Program Management Support	Firm-Fixed-Price
3021	Network Engineering & Design Services	Cost-Plus-Award-Fee
3022	ODCs – NEDS	Cost-Reimbursement
3023	Travel – NEDS	Cost-Reimbursement
3031	Network Implementation Services	Cost-Plus-Award-Fee
3032	ODCs – NIS	Cost-Reimbursement
3033	Travel – NIS	Cost-Reimbursement
3041	Systems Engineering Services	Cost-Plus-Award-Fee
3042	ODCs – SES	Cost-Reimbursement
3043	Travel – SES	Cost-Reimbursement

3131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
3132	ODCs – NIS (Optional)	Cost-Reimbursement
3133	Travel – NIS (Optional)	Cost-Reimbursement
3141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
3142	ODCs – SES (Optional)	Cost-Reimbursement
3143	Travel – SES (Optional)	Cost-Reimbursement
3500	Award Fee	Not-to-Exceed

Option Period 3

CLIN	Description	Type
4011	Program Management Support	Firm-Fixed-Price
4021	Network Engineering & Design Services	Cost-Plus-Award-Fee
4022	ODCs – NEDS	Cost-Reimbursement
4023	Travel – NEDS	Cost-Reimbursement
4031	Network Implementation Services	Cost-Plus-Award-Fee
4032	ODCs – NIS	Cost-Reimbursement
4033	Travel – NIS	Cost-Reimbursement
4041	Systems Engineering Services	Cost-Plus-Award-Fee
4042	ODCs – SES	Cost-Reimbursement
4043	Travel – SES	Cost-Reimbursement
4131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
4132	ODCs – NIS (Optional)	Cost-Reimbursement
4133	Travel – NIS (Optional)	Cost-Reimbursement
4141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
4142	ODCs – SES (Optional)	Cost-Reimbursement
4143	Travel – SES (Optional)	Cost-Reimbursement
4500	Award Fee	Not-to-Exceed

Option Period 4

CLIN	Description	Type
5011	Program Management Support	Firm-Fixed-Price
5021	Network Engineering & Design Services	Cost-Plus-Award-Fee
5022	ODCs – NEDS	Cost-Reimbursement
5023	Travel – NEDS	Cost-Reimbursement
5031	Network Implementation Services	Cost-Plus-Award-Fee
5032	ODCs – NIS	Cost-Reimbursement
5033	Travel – NIS	Cost-Reimbursement
5041	Systems Engineering Services	Cost-Plus-Award-Fee
5042	ODCs – SES	Cost-Reimbursement
5043	Travel – SES	Cost-Reimbursement
5131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
5132	ODCs – NIS (Optional)	Cost-Reimbursement
5133	Travel – NIS (Optional)	Cost-Reimbursement
5141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
5142	ODCs – SES (Optional)	Cost-Reimbursement
5143	Travel – SES (Optional)	Cost-Reimbursement
5500	Award Fee	Not-to-Exceed

Section C Statement of Work

Project Title: Engineering Services and Support

Background. The Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) Office of the Chief Information Officer (OCIO) Engineering Division is responsible for providing information technology (IT) engineering services to support the ICE mission. ICE personnel are located at over 600 sites worldwide to support the ICE mission.

The ICE OCIO Engineering Division is composed of the following Program Offices and Branches:

The Disaster Recovery Branch collaborates with other OCIO branches to provide guidance and support in the implementation of current disaster recovery industry best practices. The disaster recovery strategy includes regular exercises to validate recovery capabilities at an alternate site to recover ICE mission critical systems. Incident management and Continuity of Operations planning, exercises, and external support are included in the Disaster Recovery Branch scope.

The Atlas Program Office serves as the principal automation modernization program for the following:

- Improving information sharing across ICE
- Supporting DHS-wide information
- Implementing a series of projects that provide the foundation for a secure Enterprise Architecture (EA)

The Network Engineering Design Branch (NEDB) is responsible for the development of the enterprise network infrastructure and evaluating emerging technologies in the following service areas:

- Network and Video Engineering Services engineers scalable network solutions.
- Infrastructure Engineering Services provides engineering services to ensure ICE's security posture, development of tools for enterprise health monitoring, maintains enterprise directory and messaging solutions, and provides solutions for storage area networks.

The Network Implementation Branch (NIB) collaboratively works with OCIO Divisions to implement a state-of-the-art IT and network infrastructure. The NIB implements standard and specialized IT solutions for ICE's Program Offices to communicate via voice, satellite, broadband, and data and telecom services. The NIB consists of four (4) groups:

- Telecommunication/Data Services Team
- Mission Support Team
- Deployment Team
- Network Integration Team

The Systems Engineering Branch (SEB) SEB is responsible for the design, configuration, testing, implementation, and maintenance of ICE's application hosting infrastructure including hardware and software. The application hosting currently takes place at the Department of Justice (DOJ) and the DHS Data Centers.

The hosted environments consist of Wintel/Linux middle-tier servers, *NIX based servers, mainframe servers, and supporting peripherals for all environments. This requirement includes operating systems and all middleware support responsibilities for ICE enterprise systems.

1.0 Scope

The contractor shall adhere to DHS standards and industry best practices while providing the technical expertise to perform the work detailed in this Statement of Work (SOW). The contractor shall also provide overall program management for the delivery of all engineering services under this requirement. The contractor shall provide experienced personnel to support ongoing and all new Information Technology engineering work including, but not limited to, infrastructure modernization projects, application modernization projects, and any new OCIO directed IT initiatives including disaster recovery activities for those projects or initiatives. Migrations such as physical infrastructure, systems, or platform migration of systems may also be required.

ICE is currently executing a data center migration that will impact the execution of this requirement. The Government anticipates this move to occur within one year of task order award. There may be some limited production infrastructure and operating system support for Linux, AIX, Windows, and mainframe for an indeterminate time.

2.0 Description of Services

The contractor shall:

- Provide experienced personnel to effectively support goals and mission of the Engineering Division and its subordinate Branches and Programs.
- Provide office facilities.
- Ensure the seamless transition of Engineering Services from the current contractor within 60 days of award.
- Use ICE email for all email communications and Office Communicator Service for all messaging within ICE.
- Be proficient in Microsoft Office applications including Microsoft Project and Visio.
- Adhere to ICE and DHS change control processes.
- Utilize the ICE Remedy system for all service tickets. Using Remedy, the contractor shall document all technical incidents, outages, problem resolutions, and escalate the problems from initiation through resolution. The Government will provide on-the-job training for ICE-specific Remedy modules as necessary.
- Create and maintain ICE infrastructure diagrams and layouts utilizing Microsoft Visio to represent the as-built environment.
- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines*, which will be provided after contract award.
- Maintain and create Standard Operating Procedure (SOP) documentation for all current and future systems supported.
- All project documentation must be stored on and readily available via ICE SharePoint.
- Respond to Information Technology Service Request (ITSR)/Intake Program by receiving their requirements, develop a design, and develop Rough Orders of Magnitude (ROM)/Bill of Materials (BOM).
- Adhere to ICE and DHS Security Requirements including Authority to Test (ATT), and Authority to Operate (ATO), respond to Plan of Actions & Milestones (POA&M),.
- Assist in the preparation of Certification and Accreditation (C&A) documentation, and development of various ad-hoc reports as directed by the Government.
- Provide technical support for the identification, development, and establishment of ICE standards, procedures, and guidelines.
- Update security-related documentation as required.
- Comply with the Systems Lifecycle Management (SLM) process.

- Collaborate with OCIO Disaster Recover (DR) personnel to ensure infrastructure and procedures are in compliance with management recovery point and time objectives.
- Respond to trouble calls and initiate analysis in order to resolve issues as noted in the Severity Level Table.
- Provide weekly reports regarding success in meeting the service level objectives outlined in the Production (Table 1-2) and Non-Production Service Level Objectives Tables (Table 1-3) below.
- Provide Tier 3 Standard problem resolution support. Provide Tier 3 Standard Implementation and Deployment support and backup coverage when the contractor team lead is unavailable. Tier 3 Standard support includes, but is not limited to the following areas: Network Engineering, Network Implementation, Systems Engineering and implementation of problem resolution. The Tier 3 Standard is as follows:

During normal business hours (between 7:00 am to 6:00 pm), the Government requires an immediate response (15 minutes or fewer) and support to: Service Desk, and/or ITFO, and/or Government engineering team lead requests. During all other times, on-call support shall be provided within thirty (30) minutes. Functions requiring 24x7 by 365 coverage will be supported as directed; i.e., by cell phone/BlackBerry (GFE), or email.

In order to resolve issues the contractor shall respond to trouble calls and initiate analysis as noted in Table 1-1. The contractor shall provide problem updates to the ICE Task Manager as directed.

Table 1-1: Severity Level Table

Problem Severity Level	Problem Type	Response Time
Severity Level 1	Application/System down	Within 15 minutes during normal business hours, 30 minutes otherwise
Severity Level 2	Mission critical; business processes delayed	Within 1 hour
Severity Level 3	Non-mission critical; user operations delayed	Within 2 hours
Severity Level 4	User operations unaffected	Next business day

Table 1-2: Production Systems Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	24x7 with scheduled outages	Provided daily
Platform Reliability	Minimum 99.9% uptime for any single month	Provided monthly or upon request
Performance Criteria	System performance remains consistent with design specification	Provided monthly or upon request
Performance Monitoring	When performance does not meet design specification, corrective action is initiated	Provided daily by 06:00 or upon request
Disaster Recovery	As required for Production or by Management Directive	Per event

Table 1-3: Non-Production Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	18x7 (6:00 am – 12:00 am Eastern Time) with scheduled outages	Provided daily
Platform Reliability	Minimum 99% uptime for any single month	Provided monthly or upon request
Performance Criteria	System performance remains consistent with design specification	Provided monthly or upon request
Performance	When performance does not meet design	Provided daily by 08:00 or

Monitoring	specification, corrective action is initiated	upon request
------------	-----------------------------------------------	--------------

2.1 Program Management Services

The contractor shall provide a contract Project Lead (PL) to effectively direct and report progress to the Government Branch Directors or Project Managers on all contractor supported activities. As directed by the ICE Contracting Officer's Technical Representative (COTR) or designee, the contractor shall provide a subset of, but not limited to, the following documentation for each project:

- A Rough Order of Magnitude (ROM) for overall cost.
- A work breakdown structure (WBS).
- A project schedule with milestones.
- A Level of Effort (LOE).
- A detailed project charter.
- A project management plan.
- A Bill of Material (BOM).
- A test plan.
- Project tailoring plans to adhere to the ICE System Lifecycle Management (SLM).
- A security Certification and Accreditation (C&A) package.
- An implementation plan.
- A training plan.
- As-built documentation.
- A transition to support plan.
- Lessons learned.
- Reports as requested.
- Project closeout documents.

The contractor shall ensure that a qualified project management team is assigned to provide project management support in accordance with the Project Management Institute, Project Management Body of Knowledge standard. Personnel who will lead projects for the Government shall be PMP certified or may be granted an exception by the Contracting Officer's Technical Representative (COTR) on a case-by-case basis dependent on demonstrated prior experience. The contractor shall provide the following:

- The scheduling of monthly status meetings (to include agendas, meeting minutes, and documented action items).
- Weekly Status Reports.
- Monthly Status Reports.
- Quarterly GFE Inventory Reports.
- Other Direct Cost (ODC) Listing.
- Current employee listing.
- Scheduled deliverables defined in this SOW.
- A briefing on at-risk projects, procedure-and-process compliance, and other items, as requested.

2.2 Network Engineering and Design Branch (NEDB)

2.2.1 Network Engineering Services

The contractor shall provide LAN/WAN engineering design services to support approximately 33,000 users at 600 CONUS and OCONUS locations. This shall include the development of:

- Requirements traceability matrices.
- Design documents.
- As-built documents.
- Test plans.

- Quality assurance plans.
- Implementation plans.
- Implementation coordination.
- Training plans.
- Planning transitions from Network Engineering Services to the Operations Division. This transition planning includes documentation and SLM artifacts.
- Change requests handled in accordance with ICE and DHS standards.
- Recommendations for network enhancements and circuit planning.
- Evaluation of the DHS Network Steward's recommended solutions.

The contractor shall perform the following work to include, but not limited to:

- Manage complex projects with numerous communications components such as routers, switches, packet shapers, firewalls, and performance optimization appliances.
- Design unique and repeatable solutions.
- Configure enterprise network and system management solutions, probes, and other devices used for gathering data on the ICE network and other networks supported by ICE.
- Use performance tools such as OPNET, Compuware, and NetScout to capture and analyze application and circuit utilization data.
- Maintain a GOTS solution: NetGraphs/PREDICT. Documentation shall be provided by the Government after contract award.
- Analyze LAN/WAN traffic flow patterns and application workflow data.
- Perform application profiling from end-users to hosting environment and produce real time performance documentation in the form of written papers on application and network performance.
- Provide network tuning procedures and methods to analyze, resolve, and document performance bottlenecks in the enterprise network and delineate the relationship between the applications and the enterprise network during problem resolution.
- Document user requirements, functional specifications, and prepare Rough Order of Magnitude (ROMs) and Bill of Materials (BOMs) for recommended designs or enhancements.
- Design appropriately sized LANs and WANs based upon documented requirements.
- Design and deploy wireless LANs following industry best practices and federal guidelines.
- Replicate the operating infrastructure baseline for all network, email, and security related services including performance monitoring tools and audit capabilities.
- Implement external network connectivity (extranets), by determining the type, termination point, design protocols, ports, and security needs to align with Information Assurance Division (IAD) requirements.
- Evaluate, test, design, and implement network security tools.
- Document and disseminate lessons learned and current best practices.
- Ensure all new technologies are in alignment with the ICE Architecture and in adherence to the ICE OCIO SLM process.
- Develop analysis that represents the network infrastructure as requested by the Government.
- Develop network performance test plans, conduct performance tests on existing or new applications, document the results, and disseminate results to all applications development teams as required.
- Design networks to minimize latency between ICE field locations and application hosting locations.
- Provide technical oversight of circuit orders to ensure proper sizing and type.
- Respond to Service Desk tickets for all telecommunication services to include, Multiprotocol Label Switching (MPLS), Open Shortest Path First (OSPF), Enhance Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), layer 3 switching, and microwave and laser communications systems.
- Provide Tier 3 Standard support.

- Coordinate with the Network Implementation Branch (NIB) for network connectivity at ICE CONUS and OCONUS locations.
- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines* which will be provided after contract award.
- Develop and maintain an enterprise-wide network performance plan for mission applications planning, development, and performance testing.
- Standardize the initial installation, training, and quality assurance testing for all new projects and/or technologies designed by Network Engineering.

2.2.2 Infrastructure Engineering Services

The contractor shall provide requirements analysis, design of solutions, implementation, and transition services for the following:

- Directory and messaging services.
- Storage Area Network (SAN).
- Operating systems.
- Workstation images.
- E-Discovery Solutions.

In addition, the contractor shall support ongoing design, development, and implementation of comprehensive information security architecture for Sensitive but Unclassified (SBU) information and Law Enforcement Sensitive (LES) information in compliance with DHS and ICE information security architecture. Solutions shall meet ICE mission and operational requirements to protect both SBU and LES information in electronic form and on systems that process, store, and transmit information. Examples of work to be performed include, but are not limited to:

- Design, implement, and support an Active Directory (AD) instance and maintain as required AD sites and services, site links, and replication topologies.
- Support an Exchange 2010 environment in a high availability environment.
- Support a mobile messaging platform across multiple environments running in a high availability configuration.
- Design SAN solutions and server clustering solutions.
- Analyze, test, and after ICE approval, implement emerging technology.
- Design, implement, and maintain AD Domain Name Service (ADDNS) and Windows Internet Naming Standards (WINS).
- Standardize the installation, training, and quality assurance testing for all new Infrastructure Engineering Services projects and/or technologies.
- Manage large, medium, and small/ad-hoc projects per year.
- Ensure effective integration of required security features and compliance with National Institute of Standards and Technology (NIST), DHS/ICE security architecture and hardening guides through coordination with the ICE Information Assurance Division (IAD).
- Provide personnel capable of engineering solutions in response to mandates such as the United States Government Configuration Baseline (USGCB), requirements such as server and host firewalls and intrusion detection and prevention, secure network access control (NAC), and Internet browser configurations.
- Build USGCB compliant images for servers and workstations, which shall receive Architecture Division approval.
- Distribute the approved images as required to field operations staff, vendors and others as directed by the Government.
- Gather requirements to design, engineer, and deploy endpoint firewalls and Intrusion Detection System (IDS)/Intrusion Prevention Systems (IPS).
- Evaluate, test, design, and implement host based security tools for workstations and servers.

- Implement and design auditing and other security-related features or technologies.
- Implement, support and design e-discovery solutions.
- Participate in DHS/ICE working groups on implementing secure remote access solutions.
- Provide support for Homeland Security Presidential Directive-12 (HSPD-12) initiatives, including incorporation of Personal Identity Verification (PIV) login to ICE workstations and servers, support for Single-Sign-On, and for the Entrust Suite of software.
- Support Architecture Division test workstations by ensuring the correct image builds and software is installed. Troubleshoot testing workstations remotely when required.
- Support the build-out and maintain a testing environment for Active Directory, messaging systems, and security systems such as McAfee. Both Enterprise Operations and the Architecture Division will utilize this environment for testing.
- The contractor shall provide support for the COTS products list which include, but are not limited to:
 - BigFix.
 - MacAfee (A/V, AntiSpam, HIPS, e-PO).
 - Entrust.
 - EnCase.
 - Microsoft Active Directory.
 - Microsoft Exchange 2010.
 - Microsoft Windows 7 and Windows Server.
 - Microsoft SQL Server 2005 and 2008.
 - Symantec Enterprise Vault.
 - BoxTone.
 - GOOD Mobile Messaging.
 - HBGary Federal.
 - NetApp NAS and SANs.
 - Quest Active Roles and Intrust Applications.
 - WinMagic.
 - ClearWell E-Discovery Platform.

2.3 Network Implementation Branch (NIB)

The Network Implementation Branch (NIB) is responsible for implementing the network infrastructure designed by the Network Engineering Design Branch. The contractor shall support the following areas for the Network Implementation Branch: mission support, deployment, telecommunications and data services, and circuit order logistics.

2.3.1 Mission Support Team

The Mission Support Team is responsible for asset management for the Branch. ICE uses Sunflower™ for asset management. The contractor shall:

- Manage all requests for equipment for new Federal hires within OCIO, obtaining Government approval and confirmation of delivery information (address, POC, property custodian, asset management identifiers, and shipping account).
- Participate in the scheduled inventories of ICE assets. This includes conducting physical inventories, contacting end users to confirm the location of IT equipment, and performing property record transfers and updates in Sunflower. The minimum acceptable standard for inventory accuracy is 99.5%.
- Maintain historical documentation for inventory tracking.

2.3.2 Network Integration Services

The contractor shall provide support to approved IT Service Requests from the Contracting Officer's Technical Representative (COTR). These requests include, but are not limited to office relocations,

provisioning new facilities, renovations, and/or expansion of existing facilities. The contractor will be responsible for (performing these) deployments (in a timely manner).

The contractor shall analyze and define the overall IT requirement for the site including equipment, cabling, circuits, logistics, deployment, and track each approved project to completion.

The Project Lead responsibilities shall include, but are not limited to:

- Work collaboratively with NEDB to ensure that proposed designs will meet client requirements.
- Ensure effective communications and collaboration with the ICE Office of Asset Management through weekly meeting and project status reporting.
- Execute a site survey (if required) to obtain site specific data
- Prepare needs analysis documents.
- Report planned and completed travel.
- Track all deployment related costs using ICE supplied standard templates.
- Maintain the master project schedule.
- Prepare requests for wide area network connectivity to new sites, site upgrades, or site relocations.
- Prepare procurement requisitions for equipment, determine equipment delivery schedules, and track equipment warranty coverage.
- Communicate with field points of contact and IT Field Operations (ITFO) to advise them of equipment orders, delivery schedules, and planned installation dates.
- Maintain current site address and contact information for all sites using a Government provided template.
- Provide client feedback survey metrics using a client satisfaction survey instrument provided by ICE.
- Report schedule variances/jeopardies.

2.3.3 Deployment

The Deployment Team implements and installs IT hardware and software. Deployments include new installations, equipment upgrades, equipment relocations, and other related IT deployments. The Government will assign an Information Technology Service Request (ITSR) number to each deployment request.

The contractor shall support all aspects of IT hardware deployment with personnel experienced with workstations, laptops, network printers, operating systems software, servers, network switches, and routers. Specialized peripherals such as fingerprint scanners must also be supported. The contractor shall:

- Install and test only ICE approved LAN infrastructure.
- Upon notification, dispatch technical personnel to the operational location to perform installations, relocations, or infrastructure upgrades.
- Provide support for ICE program offices located in facilities worldwide.

Support services shall include, but are not limited to:

- Install and test new servers, switches, routers, end-user computers, network printers, wireless access points, external hard drives, fax servers, document scanners, and other peripheral equipment as well as operating systems software.
- Design cabling and provide network schematics to support voice, video, wireless, and data requirements.
- Ensure access to government mainframe computers.
- Document network configurations and inventories.

Deployment activities will frequently extend into evenings and weekends. In cases where support and services occur during "off-hours", the contractor shall obtain approval from the ICE Task Manager or designee, and the COTR prior to initiating the assignment. The actual hours worked must be reported to the ICE Task Manager and COTR within two business days of completing the assignment.

2.3.4 Voice Communications and Data Services Team

The contractor shall:

- Provide Tier 3 Standard support for voice communications regardless of location.
- Resolve trouble tickets assigned by the ICE Service Desk.
- Perform voice communications hardware and software installations.
- Cross-connect wiring as needed.
- Coordinate with ICE OCIO approved communications vendors when authorized, on behalf of the local field office director and OCIO.
- Perform installation and relocation requests in accordance with ICE move/add/change processes and procedures.
- Support enterprise-wide communications system maintenance and trouble calls, which include, but are not limited to voicemail reset, number changes, and remote equipment inquiries.
- Use Government-furnished remote management tools.
- Administer local ICE communications applications.
- Perform all required back up and restoration functions for data residing on ICE voice communications systems
- Develop processes, procedures, and documentation required for voice network administration.

The contractor shall provide personnel capable of:

- Maintaining legacy Private Branch Exchange (PBX) systems from Avaya/Nortel.
- Maintaining emerging systems such as VoIP.
- Ensuring appropriate fundamental configuration, capacity planning and design, of voice communications system.
- Programming and maintenance of the voice switch, voice mail system, auto attendant systems, call management system, and traffic monitoring system.
- Executing traffic analysis studies to ensure the telecommunications system operates at peak performance with minimal blocking of calls (P.01 or better grade of service) within the switch and to locations outside of the switch.
- Training end-users on the operation and use of telecommunication features.
- Interfacing with telecommunications vendors, architects, cabling vendors and electrical vendors on new or expanded voice telecommunications systems to ensure all infrastructure, transport facilities, space requirements for equipment, and electrical power requirements are documented and installed on schedule.

2.3.5 Circuit Order Logistics Support

The Circuit Order Logistics Team is responsible for initiating orders for data circuits, mobile/PDA services with the Networkx vendors, tracking orders, and submitting service cancellations. The contractor shall:

- Prepare wireless and audio conference orders, all telecommunications service orders and perform inventory validation.
- Perform invoice verification and reconciliation.
- Develop, enter, coordinate, and approve routing of circuit orders.
- Coordinate orders with the requesting Designated Agency Representative (DAR), circuit provider, and site representative.
- Track status of circuit orders and cancellations via Government and or vendor tracking systems.

- Enter capacity, location, and carrier data into the Government owned Tracking System and distribute for engineering/management review.
- Request price quotes on all data and voice circuits and equipment.
- Resolve trouble calls received from various stakeholders (Network Operations Center, Video Telecommunications, Information Technology Field Operations, etc.).
- Respond to vendor service clarification requests.
- Request Telecommunication Service Priority (TSP) codes for restoration and provisioning.
- Maintain the telecommunications tracking system database with information on all data, telecommunications services, cellular, satellite and PDAs.
- Monitor Government owned and Vendor Portals for the accuracy of provisioning and decommissioning circuit orders and telecommunications services on a daily basis.
- Transfer and/or reconcile any current circuit tracking data to/from government owned tracking systems and the Vendor Portals as these order-tracking systems evolve.
- Identify and support resolution of discrepancies in the legacy ICE network invoices.
- Support circuit upgrades, relocations, and new site installations.
- Reconcile the carrier-provided invoices against the Government owned or vendor order tracking system, resolve discrepancies contained on the network invoice, and process pre-payment information.
- Validate all telecommunications billing from GSAMORRIS, GSATOPS, Network Information Management System and any other Government or vendor owned systems, and all other applicable invoices.

2.4 Systems Engineering Branch (SEB)

2.4.1 Lab Engineering Services

The contractor shall provide lab engineering services and provide all required maintenance to complete requirements analysis, solution design, and implementation in support of, but not limited to applications, infrastructure, desktops, and server image development. The contractor shall perform work to include, but not limited to:

- Administer and maintain test labs that support development testing and Architecture Assurance Branch testing activities, systems acceptance testing, systems security testing, interoperability testing, performance testing, simulation and modeling, and application tuning. Lab environments must mimic production environments and be certified by the developers.
- Support ICE ITSR/Intake Program requests.
- Address requests for new application releases and builds in support of Architecture Division performance testing, functional testing, and interoperability testing.
- Support the use of custom test scripts, test automation tools, and infrastructure problem analyses and resolution.
- Evaluate and test hardware and software products prior to integration and implementation.
- Recommend solutions to streamline software testing.
- Provide Tier 3 Standard Lab Engineering Services support.

2.4.2 Systems Engineering Infrastructure Security Support

The contractor shall provide Security Engineering services as required. The contractor shall work closely with infrastructure and systems engineers as well as database and systems administrators to ensure the security of the application hosting infrastructure. Coordination with Information Assurance Division and Information Technology Project Managers (ITPM) is required. Knowledge of the Trusted Agent FISMA (TAF) tool is necessary. The contractor shall coordinate with the Security Operations Center (SOC) to perform security scans on the infrastructure. The contractor shall remain current in new security technologies.

2.4.3 Multi-Platform Operating System and Middleware Support

The contractor shall provide technical expertise to perform systems engineering or systems administration for operating platforms to include, but not limited to:

- Mainframe.
- *NIX (UNIX or AIX (IBM's version of UNIX)).
- Red Hat Linux and Windows.
- High Availability Cluster Multiprocessing (HACMP).

Technical personnel shall provide administration of middleware products to include, but not limited to:

- Oracle and Oracle associated products.
- Microsoft SQL Server and associated products.
- Informatica.
- IDMS.
- Hyperion.
- Essbase.
- IBM WebSphere and associated products.

Technical personnel shall be capable of:

- Evaluating, advising, designing, configuring, implementing, optimizing, and maintaining the operating systems and middleware including or similar to that listed above on development, test, training, and production systems.
- Solving operational problems involving operating systems software, design, and implementation.
- Monitoring operating system software and middleware performance.
- Coordinating OS upgrades, maintenance, and testing with Data Center staff or performing the upgrades where applicable following appropriate configuration management practices.
- Administering web-based, client-server and/or host-based applications.
- Creating startup/shutdown procedures for all production and database servers.
- Creating Disaster Recovery (DR) procedures for data, applications, and server images.
- Supporting the Customer Information Control System/Remote Online Print Executive System (CICS/ROPES).
- Applying maintenance, upgrades, and enhancements.
- Supporting ICE organizations owning COTS products and in-house application systems which run on the enterprise infrastructure.

2.4.4 Database Administration Support

The contractor shall provide database administration, database migrations, and database maintenance support for all ICE applications and other databases as determined by the Government. Support includes all database administration activities required to provide accessible, secure, scalable, and reliable databases, and interconnects for ICE. Support for the following shall include, but is not limited to:

- *NIX/Oracle, Mainframe IDMS, and MS SQL Server databases and their structures.
- Maintain or create storage allocation, backup, recovery, and replication procedures.
- Evolution of ICE *NIX systems in view of technological advances.
- System platform migration.
- Establishment and maintenance of IBM WebSphere MQ Series queues.
- Methods of maintaining database system integrity and security.
- Administration and support of Storage Area Networks (SANs) such as Hitachi, NetAPP, EMC, and IBM as required.
- Administration of backup, restoration, and replication software such as Tivoli Storage Manager (TSM), Oracle Data Guard, or other current technology as required.
- Tracking of vendor maintenance and support agreements.

- User ID provisioning for all production and database servers.
- Provide support for IBM WebSphere MQ Series databases.
- Performance monitoring and tuning.
- Participating in application design reviews.
- Implementation and production support for database technology enhancements.
- Maintaining Oracle Name Server (ONS) or its equivalent.
- Collaborate with OCIO Disaster Recovery (DR) personnel to ensure all infrastructure and procedures are in place to perform recoveries within the recovery point and time objectives.
- Creation and maintenance of standard operating procedures for all data base platforms as required.
- Database design reviews, performance monitoring, and performance tuning.
- Follow Federal Server security and hardening requirements and solutions and implement ICE standards.
- Implementation and support for Oracle Cluster Ready Services as required.
- Support for migrating database software from current ICE versions.

2.4.5 Multi-Platform System Administration/Capacity Planning

The contractor shall provide expert knowledge in capacity planning of servers, storage, and network. The contractor shall provide:

- Analysis of ICE preliminary system design plans.
- Analysis of workload projections.
- Quarterly Capacity Planning Reports.
- Monitoring and reporting of server capacity and systems usage.
- Notice of insufficient storage or server capacity with sufficient time for the Government to conduct a procurement.

2.4.6 Testing

The contractor shall configure environments and support all aspects of user acceptance testing, functional acceptance testing, database testing, installation testing, configuration/compatibility testing, security testing, and performance load and stress testing.

2.4.7 Multi-Platform Storage Management and Control

The contractor personnel shall demonstrate knowledge of principles of storage management, including procedures and rules for related storage management systems and backup and recovery systems in support of mainframe, UNIX, and Windows storage. The contractor shall:

- Provide management and control of the DHS assigned Storage Devices at the Data Centers used by ICE.
- Use automated storage managers such as IBM's Data Facility System Managed Storage (DFSMS) and Data Facility Hierarchical Storage Management (DFHSM) to manage and control the disk space in an efficient and effective manner.
- Respond to requests for disk storage space, maintain the integrity of DHS datasets, maintain files and database backup and recovery procedures, perform disaster/recovery support, and monitor storage usage.

2.4.8 Applications Hosting Services

The contractor shall provide the support necessary to manage projects, review products, and design, document, secure, engineer, maintain, improve, and manage the ICE web-hosting environment infrastructure.

The contractor shall support the activities associated with hosting web-based Internet and intranet applications and websites on an Enterprise level.

2.4.8.1 Web Infrastructure Services

The contractor shall provide support to the web-application above the operating system level. The contractor shall be responsible for maintaining operational status of the Web Application in production, training, disaster recovery, and non-production environments. Current web/application entities include but not are limited to e-Gov (ICE specific Web based internal and external applications) Intranet/Shared Application Cluster/Isolated Application Clusters. The contractor shall:

- Work in conjunction with the Enterprise Operations group to meet all SLA and Service Desk issued Remedy tickets.
- Provide ongoing administration, monitoring, and technical support for the infrastructure.
- Provide a problem update to the ICE Task Manager as directed. The contractor shall review and analyze all production logs as part of their daily administrative routines and/or as requested per the ICE Task Manager.
- Establish and document processes for managing these environments along with automating processes where feasible utilizing Government supplied versioning tools.
- Back up volatile data on a daily basis and test the restoration of data quarterly.
- Perform analyses giving labor, cost, and time estimates for scheduled maintenance tasks. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Make recommendations and perform analyses giving labor, cost, and time estimates for design or configuration changes to the web-hosting environment focusing on providing a high availability (99.99%) platform. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Provide non-production infrastructure services required to support the Alternate Web Hosting Platform environment (IBM WebSphere Application Server running on Red Hat Linux, *NIX, WebSphere Process Server, IBM Datapower devices), to include supporting a high availability, secure, reliable, scalable, IBM WebSphere-based suite of applications solution that will support web-based/delivered e-Gov and Intranet applications.

2.4.8.2 Web Application Hosting and Integration Services

The contractor shall:

- Maintain the *Standards and Guidelines for ICE Internet/Intranet Web Services Reference*.
- Document, design, configure, test, implement, and maintain an infrastructure to provide a standardized hosting environment for ICE's web-based applications and websites (both intranet and public facing) and maintain them making them available to project development teams to ensure web-based applications are developed according to ICE standards.
- Perform code reviews to ensure hosted applications comply with coding standards outlined in the Standards.
- Create Test Problem Reports within Serena Tracker (or its successor) for issues identified in code reviews.
- Provide ongoing management, monitoring, and technical hosting support for all web-based applications within this infrastructure. The current environment consists of various VB, J2EE, ASP, DHTML, XML, and HTML software, along with service-oriented architecture (SOA) components and various in-house developed and COTS application packages. The J2EE platforms currently consist of IBM WebSphere products and Caucho Resin.
- Participate in Integrated Project Teams (IPT) to discuss standards, guidelines, and best practices for development and deployment of web-based applications.
- Retrieve new versions of application software from Version Manager (or its successor), load new/upgraded web-based applications into the applicable hosting environment, and ensure

application interfaces are functioning, and automate as necessary. Interfaces may be between applications internal to ICE or with other DHS or non-DHS components.

- Provide problem updates to the ICE Task Manager as directed.
- Analyze all production logs as part of the daily administrative routines and/or requested by the ICE Task Manager.
- Travel to perform the functions necessary to configure/upgrade the production or contingency site, as necessary.

2.4.8.3 SharePoint

The contractor shall provide all standard middleware support to include, but not limited to:

- Determine Simple Mail Transfer Protocol (SMTP) requirements and configurations.
- Defining firewall port requirements, defining Kerberos cross-forest functionality and configuration/interoperability requirements, the testing of current and future Active Directory trusts, implementation and testing of mail enabled connectors.
- Identify farm level considerations such as the following:
 - Define Shared Service Provider configuration and delegation.
 - Provide input for the SharePoint governance document.
 - Build server operating system images.
 - Load and configure ICE's current version of MS SQL Server
 - Load and configure Microsoft Office SharePoint Server (MOSS) on Web front end and Index servers.
 - Configure all farm topology settings.
 - Configure server services.
 - Configure inbound and outbound email settings.
 - Create Shared Service Providers, web applications, and site collections.
 - Configure InfoPath forms and Excel Calculation services.
 - Configure Profile Imports, farm level security, and farm level quotas.
 - Load admin site templates into SharePoint sites.
 - Load and configure Office Communication server and integrate it with the MOSS environment.
- Maintain production and non-production environments which consist of the following activities:
 - Manage all SQL Content, Configuration, and Search databases.
 - Run transaction log backups to truncate logs.
 - Create new content databases as needed.
 - Create maintenance schedule for databases.
 - Mirror data to disaster recovery sites.
 - Patch the MS SQL Server and MOSS environments per ICE's security baseline.
 - Manage the SharePoint farm.
 - Perform all farm level administrative tasks.
 - Performance monitoring.
 - Manage, create, deletion, backup and restore site collections.
 - Resolve farm and server level helpdesk requests.
 - Manage quotas.

2.5 Optional Services

The Government shall continually monitor and evaluate the dynamic needs of the ICE engineering services with respect to current and future projected workload. The contractor shall be prepared to adjust to the dynamic needs of the Government in an efficient and timely manner.

The Government shall implement increases (and decreases) in workload via task order modification. The Government anticipates that the work required under optional services (optional CLINs) could be equal to that of the base services (base CLINs).

The Government's projected workload may be influenced by financial, political, and/or U.S. Government priorities, regulations, and objectives.

Section E
Inspection and Acceptance

Clauses incorporated by reference:

52.246-4 Inspection of Services – Fixed-Price (AUG 96)

52.246-5 Inspection of Services – Cost-Reimbursement (APR 84)

Section F
Performance Period and Deliverables

The period of performance is five (5) years with a one-year base period and four (4) one-year option periods.

Deliverables Matrix:

#	DESCRIPTION	FREQUENCY	DUE BY	DISTRIBUTION
1	Weekly Task Order Status Report	Weekly	COB Wed.	COTR and Task Manager
2	Quarterly GFE Inventory	Quarterly	COB the 15 th of the next month	COTR
3	Monthly ODC	Monthly	With Invoice	COTR and Task Manager
4	Filled Labor Category Positions	As Required but at least monthly	With Invoice	COTR and Task Manager
5	Task Order Status	Monthly	With Invoice	COTR and Task Manager
6	Quarterly Capacity Planning Reports	Quarterly	COB the 15 th of the next month	COTR and Task Manager
7	Systems Administration Reports	Weekly	COB Wed.	COTR and Task Manager
8	Infrastructure Diagrams, Documentation, and Configuration	Within 90 days of contract award	90 Days after contract award	COTR and Task Manager
9	Database Administration Reports	Weekly	COB Wed.	COTR and Task Manager
10	OCIO Project and Activity Reporting	Monthly	COB the 15 th of the next month	COTR and Task Manager
11	Application Hosting Services Reports	Weekly	COB Wed.	COTR and Task Manager

Section G
Contract Administration Data

Contracting Officer

(b)(6),(b)(7)(C)

202-732-

(b)

Contract Specialist

(b)(6),(b)(7)(C)

202-732-

(b)(6)

Contracting Officer's Technical Representative

Section H Special Task Order Requirements

1. Security Requirements

General. The Department of Homeland Security (DHS) has determined that performance of the tasks as described in the Engineering Services and Support (ESS) Task Order requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor) have access to sensitive DHS information, and that the Contractor will adhere to the following.

Suitability Determination. DHS will exercise full control over granting; denying, withholding or terminating unescorted government facility and/or sensitive Government information access for Contractor employees, based upon the results of a background investigation. DHS may, as it deems appropriate, authorize and make a favorable expedited entry on duty (EOD) decision based on preliminary security checks. The expedited EOD decision will 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 favorable 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 DHS, at any time during the term of the contract. No employee of the Contractor shall be allowed to EOD and/or access sensitive information or systems without a favorable EOD decision or suitability determination by the Office of Professional Responsibility, Personnel Security Unit (OPR-PSU). No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the OPR-PSU.

Background Investigations. Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. Background investigations will be processed through the Personnel Security Unit. Prospective Contractor employees shall submit the following completed forms to the Personnel Security Unit through the COTR, no less than 5 days before the starting date of the contract or 5 days prior to the expected entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

- Standard Form 85P, "Questionnaire for Public Trust Positions" Form will be submitted via e-QIP (electronic Questionnaire Investigation Processing) **(2 copies)**
- FD Form 258, "Fingerprint Card" **(2 copies)**
- Foreign National Relatives or Associates Statement
- DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
- Optional Form 306 Declaration for Federal Employment (applies to contractors as well)
- Authorization for Release of Medical Information

Prospective Contractor employees who currently have an adequate current investigation and security clearance issued by the Defense Industrial Security Clearance Office (DISCO) or by another Federal Agency may not be required to submit complete security packages, and the investigation will be accepted for adjudication under reciprocity.

An adequate and current investigation is one where the investigation is not more than five years old and the subject has not had a break in service of more than two years.

Required forms will be provided by DHS at the time of award of the contract. Only complete packages will be accepted by the OPR-PSU. Specific instructions on submission of packages will be provided upon award of the contract.

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

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to DHS IT systems and the information contained therein, to include, the development and / or maintenance of DHS IT systems; or access to information contained in and / or derived from any DHS IT system.

Transfers from Other DHS Contracts:

Personnel may transfer from other DHS Contracts provided they have an adequate and current investigation (see above). If the prospective employee does not have an adequate and current investigation an eQip Worksheet will be submitted to the Intake Team to initiate a new investigation.

Transfers will be submitted on the COTR Transfer Form which will be provided by the Dallas PSU Office along with other forms and instructions.

Continued Eligibility

If a prospective employee is found to be ineligible for access to Government facilities or information, the COTR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract.

The OPR-PSU may require drug screening for probable cause at any time and/ or when the contractor independently identifies, circumstances where probable cause exists.

The OPR-PSU may require reinvestigations when derogatory information is received and/or every 5 years.

DHS 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, 5 CFR 2635 and 5 CFR 3801, or whom DHS determines to present a risk of compromising sensitive Government information to which he or she would have access under this contract.

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to the OPR-PSU through the COTR. Reports based on rumor or innuendo should not be made. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

The OPR-PSU must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired DHS issued identification cards and building passes, or those of terminated employees to the COTR. If an identification card or building pass is not available to be returned, a report must be submitted to the COTR, referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card. The COTR will return the identification cards and building passes to the responsible ID Unit.

Employment Eligibility

The contractor shall agree that each employee working on this contract will successfully pass the DHS Employment Eligibility Verification (E-Verify) program operated by USCIS to establish work authorization.

The E-Verify system, formerly known as the Basic Pilot/Employment Eligibility verification Program, is an Internet-based system operated by DHS USCIS, in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employees. E-Verify represents the best means currently available for employers to verify the work authorization of their employees.

The Contractor must agree that each employee working on this contract will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to the Government for acts and omissions of his own employees and for any Subcontractor(s) and their employees.

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

Security Management

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

The COTR and the OPR-PSU 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 COTR 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 following computer security requirements apply to both Department of Homeland Security (DHS) operations and to the former Immigration and Naturalization Service operations (FINS). These entities are hereafter referred to as the Department.

Information Technology Security Clearance

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in *DHS IT Security Program Publication DHS MD 4300.Pub. or its replacement.* Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

Information Technology Security Training and Oversight

All contractor employees using Department automated systems or processing Department sensitive data will be required to receive Security Awareness Training. This training will be provided by the appropriate component agency of DHS.

Contractors who are involved with management, use, or operation of any IT systems that handle sensitive information within or under the supervision of the Department, shall receive periodic training at least annually in security awareness and accepted security practices and systems rules of behavior. Department contractors, with significant security responsibilities, shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding of the principles and concepts of telecommunications and IT systems security.

All personnel who access Department information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or Information System Security Officer (ISSO).

2. Accessibility Requirements

a. Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and IT, they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

b. All Electronic and Information Technology (EIT) deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable standards have been identified:

- 36 CFR 1194.21 – Software applications and operating systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some web-based applications as described within 36 CFR 1194.22.
- 36 CFR 1194.22 – Web-based Intranet and Internet information and applications, applies to all web-based deliverables, including documentation and reports procured or developed under this work statement. When any web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, flash or asynchronous Javascript and XML (AJAX) then “1194.21 Software” standards also apply to fulfill functional performance criteria.
- 36 CFR 1194.23 – Telecommunications products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.
- 36 CFR 1194.24 – Video and multimedia products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a web or software application interface having user controls available. This standard applies to any training videos provided under this work statement.
- 36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.
- 36 CFR 1194.26 – Desktop and Portable Computers applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

- 36 CFR 1194.31 – Functional performance criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.
- 36 CFR 1194.41 – Information documentation and support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required “1194.31 Functional Performance Criteria”, they shall comply with the technical standard associated with web-based Intranet and Internet information and applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

c. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

- 36 CFR 1194.2(b) – (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards.

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires approval from the DHS Office on Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

- 36 CFR 1194.3(b) – Incidental to contract, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and, for the purposes of this requirement, are not considered members of the public.

d. All tasks for testing of functional and/or technical requirements must include specific testing for Section 508 compliance, and must use DHS Office of Accessible Systems and Technology approved testing methods and tools. For information about approved testing methods and tools send email to accessibility@dhs.gov.

3. DHS Enterprise Architecture Compliance

All solutions and services shall meet DHS EA policies, standards, and procedures as it relates to this SOW. Specifically, the contractor shall comply with the following Homeland Security EA (HLS EA) requirements:

- All developed solutions and requirements shall be compliant with the HLS EA.
- All IT hardware or software shall be compliant with the HLS EA Technology Reference Model Standards and Products Profile.

- All data assets, information exchanges, and data standards - whether adopted or developed - shall be submitted to the DHS Enterprise Data Management Office for review and insertion into the DHS Data Reference Model.
- In compliance with Office of Management and Budget (OMB) mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

4. Security - Unclassified

a. General IT Security Requirements. To ensure the security of the DHS/ICE information in their charge, ICE contractors and sub-contractors must adhere to the same computer security rules and regulations as Federal Government employees unless an exception to policy is agreed to by the prime contractors, ICE Information System Security Manager (ISSM), Contracting Officer and detailed in the contract. Non-DHS Federal employees or contractors who fail to comply with DHS/ICE security policies are subject to having their access to DHS/ICE IT systems and facilities terminated, whether or not the failure results in criminal prosecution. The DHS Rules of Behavior document applies to DHS/ICE support contractors and sub-contractors.

b. Access to Unclassified Facilities, IT Resources, and Sensitive Information. The assurance of the security of unclassified facilities, IT resources, and sensitive information during the acquisition process and contract performance are essential to the DHS mission. DHS Management Directive (MD) 11042.1 *Safeguarding Sensitive But Unclassified (For Official Use Only) Information*, describes how contractors must handle sensitive but unclassified information. DHS MD 4300.1 *Information Technology Systems Security* and the *DHS Sensitive Systems Handbook* prescribe policies and procedures on security for IT resources. Contractors shall comply with these policies and procedures, any replacement publications, or any other current or future DHS policies and procedures covering contractors specifically for all Task Orders that require access to DHS facilities, IT resources, or sensitive information. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted by the contractor except as specified in the Task Order.

c. Interconnection Security Agreements. Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements, memoranda of understanding, service level agreements or Interconnection Security Agreements. The contractor shall work with the ICE OCIO Information Assurance Division (IAD) to complete the required documentation.

d. Security Policy Reference. The following primary DHS/ICE IT Security documents are applicable to contractor and sub-contractor operations supporting Sensitive But Unclassified (SBU) based contracts. Additionally, ICE and its contractors must conform to other DHS Management Directives (MD). These additional MD documents appear on DHS-Online in the Management Directives Section. Volume 11000 "Security and Volume 4000 "IT Systems" are of particular importance in the support of computer security practices. All services, hardware, and software provided under this task order must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program and 4300A Sensitive Systems Handbook.

- DHS Sensitive Systems Policy Directive 4300A
- DHS 4300A Sensitive Systems Handbook
- ICE Directive, IT Security Policy for SBU Systems
- DHS MD 4300.1, Information Technology Systems Security

e. Contractor Information Systems Security Officer (ISSO) Point of Contact. The contractor shall appoint and submit a name to the ICE ISSM for approval, via the ICE COTR, of a qualified individual to act as ISSO to interact with ICE personnel on any IT security matters.

5. Protection of Sensitive Information

The contractor shall protect all DHS/ICE “sensitive information” to which the contractor is granted physical or electronic access by adhering to the specific IT security requirements of this contract and the DHS/ICE security policies specified in the Reference Section above. The contractor shall ensure that their systems containing DHS/ICE information and data be protected from unauthorized access, modification and denial of service. Further, the data must be protected in order to ensure the privacy of individual’s personal information.

6. Information Technology Security Program

If performance of the contract requires that DHS/ICE data be stored or processed on contractor-owned information systems, the contractor shall establish and maintain an IT Security Plan. This plan shall be consistent with the referenced DHS/ICE IT security policy documents and at a minimum contain and address the following elements:

- Handling of DHS/ICE sensitive information and IT resources to include media protection, access control, auditing, network security, and Rules of Behavior
- C&A and FISMA compliance (C&A) of systems containing, processing or transmitting of DHS/ICE data
- Training and awareness for contractor personnel
- Security incident reporting
- Contingency planning
- Security reviews
- Contract closeout actions

7. Handling of Sensitive Information and IT Resources

The contractor shall protect DHS/ICE sensitive information and all Government-furnished and contractor-owned IT systems used to store or process DHS/ICE sensitive information. The contractor shall adhere to the following requirements for handling sensitive information:

- **Media Protection.** The contractor shall ensure that all hard copy and electronic media (including backup and removable media) that contain DHS sensitive information are appropriately marked and secured when not in use. Any sensitive information stored on media to be surplus, transferred to another individual, or returned to the manufacturer shall be purged from the media before disposal. Disposal shall be performed using DHS/ICE approved sanitization methods. The contractor shall establish and implement procedures to ensure sensitive information cannot be accessed or stolen. These procedures shall address the handling and protection of paper and electronic outputs from systems (computers, printers, faxes, copiers) and the transportation and mailing of sensitive media.)
- **Access Control.** The contractor shall control user access to DHS/ICE sensitive information based on positive user identification, authentication and authorization (Roles and Rules based) mechanisms. Access control measures employed shall provide protection from unauthorized

alternation, loss, unavailability, or disclosure of information. The contractor shall ensure its personnel are granted the most restrictive set of access privileges needed for performance of authorized tasks. The contractor shall divide and separate duties and responsibilities of critical IT functions to different individuals so that no individual has all necessary authority or systems access privileges needed to disrupt or corrupt a critical process.

- **Auditing.** The contractor shall ensure that its contractor-owned IT systems used to store or process DHS/ICE sensitive information maintain an audit trail sufficient to reconstruct security relevant events. Audit trails shall include the identity of each person and device accessing or attempting to access the system, the time and date of the access and the log-off time, activities that might modify, bypass, or negate security safeguards, and security-relevant actions associated with processing. The contractor shall periodically review audit logs and ensure that audit trails are protected from modification, authorized access, or destruction and are retained and regularly backed up.
- **Network Security.** The contractor shall monitor its networks for security events and employ intrusion detection systems capable of detecting inappropriate, incorrect, or malicious activity. Any interconnections between contractor-owned IT systems that process or store DHS/ICE sensitive information and IT systems not controlled by DHS/ICE shall be established through controlled interfaces and documented through formal Interconnection Security Agreements (ISA). The contractor shall employ boundary protection devices to enforce access control between networks, including Internet and extranet access. The contractor shall ensure its e-mail systems are secure, properly configured, and that network protection mechanisms are implemented in accordance with DHS/ICE requirements. The contractor shall conduct periodic vulnerability assessments and tests on its IT systems containing DHS/ICE sensitive information to identify security vulnerabilities. The assessment and test results will be provided to the ICE OCIO for review and to coordinate remediation plans and actions.
- **DHS employees and contractors shall not transmit sensitive DHS/ICE information to any personal e-mail account that is not authorized to receive it.**
- **Rules of Behavior.** The contractor shall develop and enforce Rules of Behavior for contractor-owned IT systems that process or store DHS/ICE sensitive information. These Rules of Behavior must meet or exceed the DHS/ICE Rules of Behavior.
- **The contractor shall adhere to the policy and guidance contained in the DHS/ICE reference documents.**
- **Encryption.** The contractor shall ensure that all encryption is FIPS 140-2 and FIPS 197 Advanced Encryption Standard (AES) 256 compliant.

8. Training and Awareness

a. The contractor shall ensure that all contractor personnel (including sub-contractor personnel) who are involved in the management, use, or operation of any IT systems that handle DHS/ICE sensitive information, receive annual training in security awareness, accepted security practices, and system rules of behavior. If the contractor does not use the ICE-provided annual awareness training, then they must submit to the ICE ISSM their awareness training for approval. Should contractor training be approved for use, the contractor will provide proof of training completed to the ICE ISSM when requested.

b. The contractor shall ensure that all contractor personnel, including Sub-contractor personnel, with IT security responsibilities receive specialized DHS/ICE annual training tailored to their specific security responsibilities. If the contractor does not use the ICE-provided special training, then they must submit to the ICE ISSM their awareness training for approval. Should contractor training be approved for use, the contractor will provide proof of training completed to the ICE ISSM when requested.

c. Any contractor personnel who are appointed as ISSO, Assistant ISSOs, or other position with IT security responsibilities, i.e., System/LAN Database administrators, system analyst, and programmers may be required to attend and participate in the annual DHS Security Conference.

9. Certification and Accreditation (C&A) and FISMA Compliance

The contractor shall ensure that any contractor-owned systems that process, store, transmit or access DHS/ICE information shall comply with the DHS/ICE C&A and FISMA requirements.

Any work on developing, maintaining, or modifying DHS/ICE systems must be done to ensure that DHS/ICE systems are in compliance with the C&A and FISMA requirements. The contractor must ensure that the necessary C&A and FISMA compliance requirements are being effectively met prior to the system or application's release into production (this also includes pilots). The contractor shall use the DHS provided tools for C&A and FISMA compliance and reporting requirements.

10. Security Incident Reporting

The contractor shall establish and maintain a computer incident response capability that reports all incidents to the ICE Computer Security Incident Response Center (CSIRC) in accordance with the guidance and procedures contained in the referenced documents.

11. Contingency Planning

If performance of the contract requires that DHS/ICE data be stored or processed on contractor-owned information systems, the contractor shall develop and maintain contingency plans to be implemented in the event normal operations are disrupted. All contractor personnel involved with contingency planning efforts shall be identified and trained in the procedures and logistics needed to implement these plans. The contractor shall conduct periodic tests to evaluate the effectiveness of these contingency plans. The plans shall at a minimum address emergency response, backup operations, and post-disaster recovery.

12. Security Review and Reporting

- a. The contractor shall include security as an integral element in the management of this contract.
- b. The contractor shall conduct reviews and report the status of the implementation and enforcement of the security requirements contained in this contract and identified references.
- c. The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The contractor shall afford DHS/ICE, including the Office of Inspector General, ICE ISSM, and other Government oversight organizations, access to the contractor's and sub-contractors' facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. Access shall be provided to the extent necessary for the Government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS/ICE data or the function of computer systems operated on behalf of DHS/ICE, and to preserve evidence of computer crime.

13. Use of Government Equipment

Contractors are not authorized to use Government office equipment or IT systems/computers for personal use under any circumstances, unless limited personal use is specifically permitted by the contract. When so authorized, contractors shall be governed by the limited personal use policies in the referenced documents.

14. Performance Work Hours

a. The contractor shall be required to perform work during business and non-business hours Sunday through Saturday based on the prevailing needs of the Government at Government locations.

b. The maximum numbers of hours the contractor personnel providing direct technical and engineering services to work is 60 hours per-week.

c. The contractor shall submit a written request to the Contracting Officer's Technical Representative (COTR) or Technical Point of Contact (TPOC) requesting authorization to exceed the maximum number of hours per week prior to exceeding the maximum hours allowed. The written request shall at a minimum include by name the specific personnel authorization is being requested for, the associated project/task title the personnel will be working on, and the reason or requirement that the personnel be granted authorization to exceed the maximum number of hours per week.

d. Failure of the contractor to receive proper authorization of personnel to work in excess of the maximum number of hours per week may result in the Government denying reimbursement for any and all hours in excess of the maximum number of hours per-week.

15. Contract Closeout

At the expiration of this contract, the contractor shall return all sensitive DHS/ICE information and IT resources provided during the life of this contract. The contractor shall certify that all DHS/ICE information has been purged from any contractor-owned system used to store or process DHS/ICE information. Electronic media must be sanitized (overwritten or degaussed) in accordance with the sanitation guidance and procedures contained in reference documents and with DHS/NIST/NSA approved hardware and software.

16. Personnel Security

a. DHS/ICE does not permit the use of non-U.S. Citizens in the performance of this contract or to access DHS/ICE systems or information

b. All contractor personnel (including sub-contractor personnel) must have favorably adjudicated background investigations commensurate with the sensitivity level of the position held before being granted access to DHS/ICE sensitive information.

c. The contractor shall ensure all contractor personnel are properly submitted for appropriate clearances.

d. The contractor shall ensure appropriate controls have been implemented to prevent contractor personnel from obtaining access to DHS/ICE sensitive information before a favorably adjudicated background investigation has been completed and appropriate clearances have been issued. At the option of the Government, interim access may be granted pending completion of a pre-employment check. Final access may be granted only upon favorable completion of an appropriate background investigation based on the risk level assigned to this contract by the Contracting Officer.

e. The contractor shall ensure its personnel have a validated need to access DHS/ICE sensitive information and are granted the most restrictive set of access privileges needed for performance of authorized tasks.

f. The contractor shall ensure that its personnel comply with applicable Rules of Behavior for all DHS/ICE and contractor-owned IT systems to which its personnel have been granted access privileges.

g. The contractor shall implement procedures to ensure that system access privileges are revoked for contractor personnel whose employment is terminated or who are reassigned to other duties and no longer require access to DHS/ICE sensitive information.

h. The contractor shall conduct exit interviews to ensure that contractor personnel who no longer require access to DHS/ICE sensitive information understand their obligation not to discuss or disclose DHS/ICE sensitive information to which they were granted access under this contract.

17. Physical Security

The contractor shall ensure that access to contractor buildings, rooms, work areas and spaces, and structures that house DHS/ICE sensitive information or IT systems through which DHS/ICE sensitive information can be accessed, is limited to authorized personnel. The contractor shall ensure that controls are implemented to deter, detect, monitor, restrict, and regulate access to controlled areas at all times. Controls shall be sufficient to safeguard IT assets and DHS/ICE sensitive information against loss, theft, destruction, accidental damage, hazardous conditions, fire, malicious actions, and natural disasters. Physical security controls shall be implemented in accordance with the policy and guidance contained in the referenced documents.

18. Facilities Management

The contractor shall provide off-site office space for all contract employees under this requirement within the continental United States. Additionally, the contractor shall provide dedicated, enclosed The office space shall be a dedicated, enclosed space large enough to accommodate four (4) visiting ICE management staff, with four (4) network drops and four (4) phones. The Government will provide the extranet connection.

In order to ensure that ICE assets remain in a secure environment, suite security is required by the contracting company to fulfill. These protective measures are generally achieved through principles of an Intrusion Detection System, Physical Access Card System, and CCTV. These three elements are the minimum standard in order to protect ICE IT Assets. The contractor shall have these in place prior to allowing ICE IT Assets to be stored or used at the suite or space. All proposed facilities must be available for inspection and approval by the Government ten (10) days after task order award.

19. Interconnection Security Agreements Language

Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements or interconnect service agreements.

20. Option for Increased Services

The Government may require the services of the numbered line items, identified in the Schedule as optional items, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the required increase for services. Delivery of additional services shall continue at the same rate that like services are called for under the task order, unless the parties otherwise agree.

Section I Clauses

Clauses incorporated by reference:

52.216-7 – Allowable Cost and Payment (DEC 2002).

(a) Invoicing. (3) The designated payment office will make interim payments for contract financing on the 30th day after the designated billing office receives a proper payment request.

52.224-1 Privacy Act Notification (APR 1984)

52.224-2 Privacy Act (APR 1984)

52.227-14 Rights in Data – General (DEC 2007) (ALT II) (DEC 2007)

52.227-14 Rights in Data – General (DEC 2007) (ALT III) (DEC 2007)

52.227-16 Additional Data Requirement (JUN 1987)

52.232-18 Availability of Funds (APR 84)

52.232-22 Limitation of Funds (APR 84)

52.239-1 Privacy or Security Safeguards (AUG 1996)

Clauses incorporated by full text:

52.217-8 – Option to Extend Services (NOV 1999).

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days before the expiration of the contract.

(End of clause)

52.217-9 – Option to Extend the Term of the Contract (Mar 2000).

(a) The Government may extend the term of this contract by written notice to the Contractor within 15 to 30 days before the expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years six (6) months.

(End of clause)

3052.204-70 Security requirements for unclassified information technology resources (JUN 2006)

(a) The Contractor shall be responsible for Information Technology (IT) security for all systems connected to a DHS network or operated by the Contractor for DHS, regardless of location. This clause applies to all or any part of the contract that includes information technology resources or services for which the Contractor must have physical or electronic access to sensitive information contained in DHS unclassified systems that directly support the agency's mission.

(b) The Contractor shall provide, implement, and maintain an IT Security Plan. This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract.

(1) Within one (1) day after contract award, the contractor shall submit for approval its IT Security Plan, which shall be consistent with and further detail the approach contained in the offeror's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.

(2) The Contractor's IT Security Plan shall comply with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.

(3) The security plan shall specifically include instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

(c) Examples of tasks that require security provisions include—

(1) Acquisition, transmission or analysis of data owned by DHS with significant replacement cost should the contractor's copy be corrupted; and

(2) Access to DHS networks or computers at a level beyond that granted the general public (e.g., such as bypassing a firewall).

(d) At the expiration of the contract, the contractor shall return all sensitive DHS information and IT resources provided to the contractor during the contract, and certify that all non-public DHS information has been purged from any contractor-owned system. Components shall conduct reviews to ensure that the security requirements in the contract are implemented and enforced.

(e) Within 6 months after contract award, the contractor shall submit written proof of IT Security accreditation to DHS for approval by the DHS Contracting Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

(End of clause)

3052.204-71 Contractor employee access (JUN 2006) ALTERNATE II (JUN 2006)

(a) *Sensitive Information*, as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance

officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(g) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted: (1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State; (2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and (3) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the contracting officer.

(End of clause)

3052.215-70 Key personnel or facilities (DEC 2003)

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change. The Key Personnel or Facilities under this Contract: (specify key personnel or facilities)

(End of clause)

3052.216-71 Determination of Award Fee (DEC 2003)

(a) The Government shall evaluate contractor performance at the end of each specified evaluation period to determine the amount of award. The contractor agrees that the amount of award and the award fee methodology are unilateral decisions to be made at the sole discretion of the Government.

(b) Contractor performance shall be evaluated according to a Performance Evaluation Plan. The contractor shall be periodically informed of the quality of its performance and areas in which improvements are expected.

(c) The contractor shall be promptly advised, in writing, of the determination and reasons why the award fee was or was not earned. The contractor may submit a performance self-evaluation for each evaluation period. The amount of award is at the sole discretion of the Government but any self-evaluation received within ten (10) days after the end of the current evaluation period will be given such consideration, as may be deemed appropriate by the Government.

(End of clause)

3052.216-72 Performance Evaluation Plan. (DEC 2003)

(a) A Performance Evaluation Plan shall be unilaterally established by the Government based on the criteria stated in the contract and used for the determination of award fee. This plan shall include the criteria used to evaluate each area and the percentage of award fee (if any) available for each area. A copy of the plan shall be provided to the contractor five (5) calendar days prior to the start of the first evaluation period.

(b) The criteria contained within the Performance Evaluation Plan relates to: (1) Quality of Product or Service; (2) Cost Control; (3) Timeliness of Performance; and (4) Business Relations.

(c) The Performance Evaluation Plan may, consistent with the contract, be revised unilaterally by the Government at any time during the period of performance. Notification of such changes shall be provided to the contractor ten (10) calendar days prior to the start of the evaluation period to which the change will apply.

(End of clause)

3052.216-73 Distribution of Award Fee. (DEC 2003)

(a) The total amount of award fee available under this contract is assigned according to the following evaluation periods and amounts: Evaluation Period: every six (6) months; Available Award Fee: ____%.

(b) Payment of the base fee and award fee shall be made, provided that after payment of 85 percent of the base fee and potential award fee, the Government may withhold further payment of the base fee and award fee until a reserve is set aside in an amount that the Government considers necessary to protect its interest. This reserve shall not exceed 15 percent of the total base fee and potential award fee or \$100,000, whichever is less.

(c) In the event of contract termination, either in whole or in part, the amount of award fee available shall represent a pro rata distribution associated with evaluation period activities or events as determined by the Government.

(d) The Government will promptly make payment of any award fee upon the submission by the contractor to the contracting officer's authorized representative, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without using a contract modification.

(End of clause)

3052.228-70 Insurance (DEC 2003)

In accordance with the clause entitled "Insurance - Work on a Government Installation" [*or Insurance - Liability to Third Persons*] in Section I, insurance of the following kinds and minimum amounts shall be provided and maintained during the period of performance of this contract:

(a) Worker's compensation and employer's liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(a). 06-01-2006 HSAR 52-38

(b) General liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(b). (c) Automobile liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(c).

(End of clause)

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 06-01-2006 HSAR 52-43 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)

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)

3052.245-70 Government Property Reports (AUG 2008) [Deviation]

The Contractor shall prepare a report of Government property in its possession and the possession of its subcontractors, when and in a format prescribed by the Contracting Officer.

(End of clause)

Section J
Attachments

Attachment A	Performance Evaluation Plan
Attachment B	Past Performance Questionnaire
Attachment C	Cost Model
Attachment D	Estimated Workload

Section K
Representations

Notice of Order Size Rerepresentation (OSR) at the Task Order Level

Offers are solicited only from Alliant Small Business GWAC prime contractors that have not rerepresented as other than small in accordance with FAR 52.219-28 Post-Award Small Business Program Rerepresentation. Those Alliant Small Business GWAC prime contractors having experienced an event that triggers the notification requirements contained in FAR 52.219-28(b)(1) or (b)(2), and are other than small as a result of said triggering event, are considered to be other than a small business concern for the purposes of this procurement regardless of whether the contractor has fulfilled the rerepresentation notification pursuant to FAR 52.219-28.

Offers received from Alliant Small Business GWAC contractors that have rerepresented their size status as other than small under the Alliant Small Business GWAC, or have had a triggering event and are not currently considered small business concerns under the Alliant Small Business GWAC are not desired and shall be rejected as non-conforming with this OSR. The following representation must be completed and submitted with the offer.

I hereby represent that my company (check one) _____ has _____ has not rerepresented itself as other than a small business concern under the Alliant Small Business GWAC, and (check one) _____ has _____ has not experienced a triggering event pursuant to FAR 52.219-28 resulting in the company being other than a small business concern regardless of if notification of that circumstance has or has not been provided pursuant to the timetable established in FAR 52.219-28.

Section L

Instructions to Offerors and Evaluation Criteria

1. Overview of the Procurement Process

This procurement shall be conducted in a two-part approach. For the first part, the Offerors shall submit (in writing) and present to (oral presentation) their Technical Approach proposal. For the second part, the Offerors shall submit (in writing only) their Management Approach, Past Performance, and Cost proposals. All information required shall be submitted via GSA's eBuy. Only currently small businesses will be eligible for task order award. The Offerors shall present their approach to the evaluation team at 801 I Street NW, Washington, DC 20536. Travel and any material and preparation costs shall not be reimbursed.

Once the Technical Approach proposals have been presented, the evaluation team shall make a subjective determination of which Offerors have submitted the most highly rated technical proposals. Notifications will be sent to all Offerors indicating whether the evaluation team felt the Offeror was one of the most likely to submit one of the highest value solutions based upon the Technical Approach proposal. Offerors who are notified that they are deemed likely to submit a high value solution are then encouraged to submit written proposals for the second part. Proposals for the second part will be due to the Government within seven (7) calendar days of notification. Written proposals will not be accepted by Offerors who are notified that they have been deemed unlikely to submit a high value proposal.

Electronic paper size shall be 8 ½ by 11-inch white. The font size shall not be less than 12-point font. No reduction is permitted except for organization charts or other graphic illustrations. In those instances where reduction is allowable, Offerors shall ensure that the print is easily readable; no less than 8-point font on graphs and 10-point font on tables. The Offeror shall present all information relevant to the factor in the appropriate section in order to be considered for evaluation under the applicable criteria. Offerors shall insert their company's name in the filename. Information not contained within the page limitations detailed below will not be evaluated.

Each proposal shall include an **exceptions** section that identifies and explains in detail any exceptions, deviations, or conditional assumptions taken with the solicitation (to be submitted with Contractual Documents). Any exception, etc., taken must contain sufficient amplification and justification to permit evaluation. All benefits to the Government shall be fully explained for each exception taken. Such exceptions will not, of themselves, automatically cause a proposal to be determined unacceptable for award. A large number of exceptions, or one or more significant exceptions, not providing benefit to the Government may, however, result in rejection of your proposal as unacceptable for award. If the Offeror takes no exceptions, the Offeror shall state so.

A proposal that fails to show compliance with these instructions may not be considered for award. In order that your non-price proposals to be evaluated strictly on the merit of the material submitted, no price/cost information is to be included in any part other than the Cost proposal.

Offerors shall provide an electronic copy of their proposals via eBuy. Offerors shall submit the proposals, with cover letter, by 5:00 P.M. Eastern Time on June 30, 2011. Alternate proposals will not be considered. The Offeror agrees to hold firm the prices in its offer for 180 calendar days from the date specified for receipt of offers.

Should an amendment be issued against the solicitation, the Offeror shall acknowledge by signing the Standard Form (SF) 30, Amendment of Solicitation/Modification of Contract, and include it in the proposal submission. Acknowledgment of solicitation amendments issued after the proposal due date, shall be submitted via email to Mr. Thomas Jefferson at thomas.jefferson@dhs.gov with a copy to Ms. Jeri Justice at Jeri.Justice@DHS.gov, not later than one week after the amendment was issued.

The Government anticipates presentations to begin on July 6, 2011. To minimize any advantage to the Offerors that present later, the Government will keep the time between the first and last presentation as

short as possible. The Government will schedule Offerors at random; Offerors will not be allowed to reschedule.

2. First Part

The first part consists of an oral presentation and written proposal. Using PowerPoint slides, Offerors shall present to the Government demonstrating their understanding of the requirements and provisions of the Statement of Work, and the problems to be resolved, and the Offeror's technical approach to satisfying the needs and desires of the Government as reflected in the solicitation. Additionally, the Offerors shall submit both their IT Security and Transition Plans for the written proposal.

Offerors' presentations shall not deviate from the slides provided to the Government, and Offerors are limited to 30 slides for the oral presentation portion. The total duration in time for oral presentation is 1.5 hours.

- Offerors will be allowed 45 minutes for their presentation demonstrating the Offeror's understanding of the requirements and provisions of the Statement of Work, and the problems to be resolved, and the Offeror's technical approach to satisfying the needs and desires of the Government as reflected in the solicitation.
- Offerors will then be asked a series of technical questions by the Contracting Officer and be given a problem to solve. The Government will break at this time allowing the Offeror to formulate the answers. 25 minutes will be allotted for this.
- Offerors will have 20 minutes to provide answers the questions and a solution to the problem. Only the Offerors' technical personnel are permitted to present to the evaluation board and answer questions posed by the Contracting Officer.

All interaction during and after the presentation will be limited to the Contracting Officer. Presentations will not constitute discussions.

For the written proposal portion, the Offerors are limited to 30 pages (inclusive of both Plans).

Contractual Documents. The offeror shall complete all fill-ins and signature blocks for the task order (without modification to the files) provided with the solicitation and amendments. Offerors shall submit the Notice of Order Size Rerepresentation (OSR) at the Task Order Level (located in Section K, Representations) and FAR 52.227-15, Representation of Limited Rights Data and Restricted Computer Software (Dec 2007) (located in Section M, Evaluation Factors for Award) with the first part. An official authorized to bind the company shall sign all certifications requiring original signature. An Adobe Acrobat file, ".pdf", shall be created to capture the signatures for submission.

- Representations, Certifications, and Other Statements of Offerors
- Acknowledgement of Amendments - SF 30
- Exceptions

Offerors shall submit the Notice of Order Size Rerepresentation (OSR) at the Task Order Level (located in Section K, Representations) and FAR 52.227-15, Representation of Limited Rights Data and Restricted Computer Software (Dec 2007) (located in Section M, Evaluation Factors for Award) with the first part.

3. Second Part

For the second part of the evaluation, Offerors shall provide their Management Approach, Past Performance and Cost proposals. Additionally, the Offerors shall provide required Contractual Documents. Each proposal shall be complete in itself in order that evaluation of one proposal may be accomplished independently of, and concurrently with, evaluation of another proposal.

Management Approach (20 pages). The Management Approach Proposal shall include:

- The Offeror's Quality Assurance Surveillance Plan;

- Information regarding the experience, qualifications, education and availability of the personnel assigned to performance of this task order, especially those personnel deemed key personnel by the Offeror;
- The Offeror's methodology for recruitment and retention of qualified personnel; and
- The Offeror's approach and capabilities to manage and maintain efficient levels of staffing throughout the contract performance period, including demonstrated abilities to access additional technical support, as required, over the life of the contract.

Past Performance (no page limitation). Using the form at Appendix A, the Government requests that the Offeror provide information on two current and relevant contracts. Current is defined as performance within the past three years of the solicitation date. Relevant is defined as services similar to the technical and engineering services as outlined in the Statement of Work and NOT information technology help desk or operations and maintenance support. If an Offeror has only one contract that meets the relevancy criteria, it would only submit one contract. Offerors shall provide unclassified contracts whenever possible since any contract references or information provided on classified contracts cannot be verified, and the Government could be limited to the amount of data available to perform the evaluation. Contract references may include the performance of a major subcontractor. A major subcontractor is defined as a subcontractor performing 25% or more of the work. The Government reserves the right to use past performance information obtained from other sources. Information obtained may be used for both the responsibility determination and the best value decision. The Government will request information found in Attachment B, Past Performance Questionnaire, from the individual(s) identified in Appendix A

Cost/Price (no page limitation). The Offeror shall use Attachment C, Cost Model to propose the cost/price of this requirement. The Offeror shall provide labor categories and rates and provide personnel for the proposed labor rates that meet the skills and attributes required in the Statement of Work (SOW). The cost model includes sections for the fixed price, cost plus award fee, and cost reimbursable portions of the SOW.

The Government has estimated the Contractor workload for both the base year and option years in the Attachment D, Estimated Workload. Although the Government has provided the estimated workload, the Offeror is not required to follow the estimate. Support personnel have not been included in this estimate. Propose administrative/managerial personnel as appropriate.

The Cost Model has several areas of information to be filled out for the fixed price, cost plus award fee and cost reimbursable portions of the SOW. Offerors shall not change formulas or any other data contained in the Cost Model. The Offeror shall enter the cost information for the base year and proposed annual escalation rate. The option years costs/price will automatically fill in the cost model. The Offeror shall enter the necessary data in the yellow highlighted cells. If additional labor categories are necessary, the Offeror shall insert rows in the Cost Model. If the Offeror proposes to use subcontractors for performance of the SOW, the basis of subcontractor labor rates and/or costs should be fully explained. The indirect rates shall be proposed IAW FAR Part 31. The Offeror shall identify the proposed direct and indirect rates by contractor Fiscal Year and fully explain the base to which each rate is applied. Include a cost breakdown and indicate how indirect rates have been computed and applied. If the period of performance crosses contractor Fiscal Years, the Offeror must clearly explain how proposed rates are used to calculate the direct rates for each labor category and the indirect rates. Base fee will not be allowed on the CPAF portion of the SOW. The Offeror shall only propose an award fee.

For the fixed price portions of the SOW, the Offeror shall provide fully burdened labor rates with elements of the rate identified including labor rate, applicable indirect rates and profit percentages. The Offeror shall identify the basis of the rates proposed.

For the cost plus award fee portion of the SOW the proposal shall identify labor categories in accordance with the Alliant Small Business GWAC. The labor rates proposed shall be based on the Offeror's established accounting and estimating system practices. Additionally, the Offeror shall state what the rate is based on (e.g., actual rate or average rate). The Offeror must also provide supporting data for indirect rates proposed and propose rates consistent with their cost accounting system and forward

pricing rate agreements. ODCs and Travel estimates have been provided in the cost model and should not be changed.

Basis of estimate write-ups in the cost proposal shall describe the basis of data used in determining the fully burden labor rates and rationale for any adjustments, if made, to the base data. The narration of the basis of estimate write-ups shall be comprehensive enough to determine how and why the Offeror chose to propose the quantity and/or amount listed in its proposal.

For the cost type portion of the SOW, the Offeror must have an adequate accounting system that is in compliance with FAR 16.301-3(a) (1) that has been or will be reviewed and deemed adequate by the Defense Contract Audit Agency (DCAA). If subcontracts have cost type features, the subcontractor must also have an adequate accounting system. The Offeror must provide the audit report number and date associated with the accounting system review for each subcontractor (when a cost-type subcontract is contemplated).

Any deviation from normal proposal estimating practices must be fully explained in detail and supported. DCAA rate recommendations will be used in performing cost realism analysis on the cost type portions of the SOW. Therefore the Offeror is requested to provide the name, e-mail address and telephone number for the Offeror's local DCAA and DCMA point of contact. In addition, provide a copy of any forward pricing rate agreement or recent audit report containing results of review of direct labor rates as well as indirect expense rates.

Contractual Documents. The offeror shall complete all fill-ins and signature blocks for the task order (without modification to the files) provided with the solicitation and amendments. An official authorized to bind the company shall sign the SF 33 and all certifications requiring original signature. An Adobe Acrobat file, ".pdf", shall be created to capture the signatures for submission.

- SF 33, Solicitation, Offer, and Award. The Offeror shall submit a completed and signed SF 33
- Representations, Certifications, and Other Statements of Offerors
- Acknowledgement of Amendments - SF 30
- Exceptions

4. Provisions

52.222-46 Evaluation of Compensation for Professional Employees (FEB 1993)

Section M

Evaluation Factors for Award

1. **Best Value.** The Government will award a task order resulting from this solicitation to one Offeror that provides the greatest value solution to the Government. "Best value" means the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement. In determining best value, the Technical Approach is more important than Management Approach. The Management Approach is more important than Past Performance. Past Performance and Cost are comparatively equal. The non-cost factors, when combined, are significantly more important than Cost. The non-cost factors, when combined, are significantly more important than Cost.

Relative Order of Importance Terminology. The following terminology is provided to give Offerors an understanding of the relative order of importance of the evaluation factors.

- a. **Significantly More Important.** The factor is substantially more important than another factor. The factor is given far more consideration than another factor.
- b. **More Important.** The factor is greater in value than another factor, but not as much as a significantly more important factor. The factor is given more consideration than another factor.
- c. **Comparatively Equal.** The factor is nearly the same in value as another factor; any difference is very slight.

Offerors will be given the opportunity to clarify minor irregularities or apparent clerical mistakes in their submission; however, the Government anticipates and reserves the right to make its award decision based solely on initial proposals.

2. **Volume of Work Performed in the Past.** In order to provide Offerors with a better understanding of the work required at ICE, the Government has identified, by SOW section, the amount of work recently performed. This work relates to the base CLINs, not the optional CLINs.

2.0 Description of Services

- **Table 1-1: Severity Level Table.** The frequency of trouble calls is as follows:
 - Severity level 1 – 2/month
 - Severity level 2 – 2/month
 - Severity level 3 – 1/month
 - Severity level 4 – 1/month

4.1 Network Engineering Services

- Manage approximately 25 large, complex projects annually. A large project would consist of a site of 500-5,000 users, multiple remote wiring closets, layer 3 switching, and dual carrier WAN diversity. A large project may also include multiple file servers and/or network attached storage or storage area networks.
- Manage approximately 75 medium sized projects annually. A medium sized project would consist of a site of between 200-499 users, multiple wiring closets, layer 3 switching, and a possible dual carrier WAN diversity design. A medium sized project will typically involve 1 or 2 server farms for file servers.
- Manage approximately 200 small projects and ad-hoc requests annually. A small sized project/ad-hoc request would support from 1-199 users. Projects with fewer than 100 users typically have only one wiring closet. These sites typically do not require dual carrier diversity although it may be requested by the Government based on mission need. Sites under 50 users typically do not employ layer 3 switching; most sites will have between 1 and 4 file servers.
- Design approximately 300 unique and repeatable solutions annually. These projects will typically be requests from customers for connectivity to outside resources and ICE mission partners. Re-designs of existing sites, or moves of one site to another location. Upgrades

of sites bandwidth or switch capacity, application profiling, Domain Name System changes, and general network engineering tasks.

- Provide technical oversight of approximately 400 circuit orders per year to ensure proper sizing and type.
- Respond to approximately 50 Service Desk tickets per month for all telecommunication services.

4.2 Infrastructure Engineering Services

- Design, implement, and support an Active Directory (AD) instance of approximately 35,000 objects and maintain as required, AD sites and services, site links, and replication topologies.
- Support an Exchange 2010 environment consisting of approximately 24,000 mailboxes in a high availability environment.
- Support a mobile messaging platform across multiple environments consisting of approximately 16,000 handholds running in a high availability configuration.
- Manage approximately ten (10) large projects, 25 medium sized projects and 40 small/ad-hoc projects per year.
- Build approximately four (4) FDCC compliant images annually.

5.2 Network Integration Services

- The contractor will be responsible for approximately 400-450 deployments each year.

5.4 Voice Communications and Data Services Team

- Approximately 100 voice systems are currently installed and approximately 75 site surveys are completed annually.

5.5 Circuit Order Logistics Support

- Approximately 500 orders for circuit upgrades, relocations, and new site installations are performed annually.

6.1 Lab Engineering Services

- Evaluate and test approximately 120 hardware and software products annually prior to integration and implementation.

6.4 Database Administration Support

- There are over 40 Oracle production databases running on AIX, a number of which utilize Oracle Real Application Clusters (RAC).

7.1 Web Infrastructure Services

- The contractor shall be responsible for maintaining operational status of the Web Application in production, training, disaster recovery, and non-production environments with approximately 400 servers running Microsoft Windows Server 32-bit or 64-bit, *NIX, and Red Hat Linux operating systems.

7.2 Web Application Hosting and Integration Services

- ICE has approximately 35 web-based applications.

3. Evaluation Criteria

Technical Approach –

Oral Presentation: The presentation will be evaluated in terms of the contractor's understanding of the requirement and problems to be resolved, the feasibility of the proposed approach, and the completeness of the proposal.

Written Proposal: The Government will evaluate the IT Security Plan in terms of the Offeror's knowledge of and compliance with DHS 4300-A and B requirements, an understanding of NIST SP800-53 and 800-27, and a familiarity with Government system hardening techniques and methods. The Transition Plan will be evaluated in terms of the Offeror's approach to meeting the requirement's while transitioning onto and off of the task order.

Management Approach – The Government will evaluate:

- The Quality Assurance Surveillance Plan in terms of the Offeror's approach to the processes which will improve the engineering services and support provided (by linking management and engineering activities to their objectives) over the life of the task order.
- Proposed personnel in terms of their experience, qualifications, education and availability, as related to performance of the task order. Emphasis will be placed on the experience, qualifications, education and availability of key personnel.
- The Offeror's methodology for recruitment and retention of qualified personnel; and
- The Offeror's approach and capabilities to manage and maintain efficient levels of staffing throughout the contract performance period, including demonstrated abilities to access additional technical support, as required, over the life of the task order.

Past Performance.

When assessing past performance, the Government will focus its inquiry on the past performance of the Offeror as it relates to the solicitation requirements. These requirements include aspects of cost, schedule and performance, including the Offeror's record of: reliably following through on its commitments; the correspondence of final total costs to the expectations at the beginning of the contract; the correspondence of product/service delivered to the contract specification; the timeliness of the product/service delivery; the quality of the product/service provided; the ease of doing business with the company; the attitude, courtesy, and professionalism of the company's staff; the responsiveness of the company to information requests, issues, or problems that arose in the course of the contract; and the overall satisfaction level of the company's performance.

A significant achievement, problem, or lack of relevant data can become an important consideration in the source selection process; a negative finding may result in a high risk rating for the Past Performance Factor. Therefore, Offerors are reminded to act carefully in selecting the past efforts for inclusion and in addressing the relevance of past efforts, including demonstrated corrective actions, in their proposals. Offerors with no recent and relevant past performance will receive a neutral rating in past performance.

Cost/Price.

The Offeror's proposal will be evaluated on the quality and sufficiency of the supporting data provided, and on the basis of traceability of the proposed labor categories and hours to the technical proposal. Additionally, the quality of the estimating techniques employed and the justification of assumptions made concerning the fully burdened labor rates and the cost elements that make up the rates will be evaluated.

In evaluating costs, the Government will perform a cost realism analysis on the cost type portions of the SOW. Specific elements of the Offeror's proposal will be evaluated to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the Offeror's technical proposal. If the costs are determined to be overstated and/or understated, the Government will establish a "probable cost" which will be used for evaluation purposes. An Offeror who significantly underestimates (or overestimates) costs on part of the proposal, or the entire proposal, will be considered less favorable. The lowest probable cost to the Government will be considered most favorable.

The fixed price portion of the SOW will be evaluated using price analysis to determine that the proposed price is fair and reasonable. The overall price of the proposal will be determined fair and reasonable based upon the probable cost of the cost reimbursable portions and the reasonableness of the fixed price portion of the Offeror's proposal.

4. Provisions

52.216-1 Type of Contract (APR 84)

The Government contemplates award of a hybrid (with firm-fixed-price, cost-reimbursement, and cost-plus-award-fee CLINs) contract resulting from this solicitation.

(End of provision)

52.227-15 Representation of Limited Rights Data and Restricted Computer Software (Dec 2007)

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at 52.227-14, Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at 52.227-16, if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at 52.227-14 included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

(b) By completing the remainder of this paragraph, the offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [*offeror check appropriate block*]

☐ (1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

☐ (2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows:

(c) Any identification of limited rights data or restricted computer software in the offeror's response is not determinative of the status of the data should a contract be awarded to the offeror.

(End of provision)

Appendix A**Offeror's Relevant Contracts**

Offeror/Major Subcontractor (if applicable) Name:
Contract Number:
Period of Performance Dates:
Customer (Army, Navy, etc.):
Scope of Work:
<p>Narrative Information. Provide any recognition for quality performance, such as receipt of an award or letter. If any of the reference contract(s)/subcontract(s) were fully or partially terminated for Convenience or Default, or was subject to litigation regarding performance, provide a discussion of the events or circumstances affecting the termination decision and/or performance litigation. Indicate if you anticipate that reference contract(s)/subcontract(s) will identify unfavorable performance; identify the circumstances of the unfavorable performance and the corrective actions taken to satisfy the customer.</p>
<p>Points of contact (POC): _____</p> <p>(provide a maximum of 5 points of contact)</p> <p>Name: _____</p> <p>Agency: _____</p> <p>Phone Number: _____</p> <p>Email Address: _____</p> <p>Role in Relation to the Contract (Program Manager, KO, COTR, major end user, etc.): _____</p>

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 1	
2. AMENDMENT/MODIFICATION NO. 000003		3. EFFECTIVE DATE 06/01/2011		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (if applicable)		6. ISSUED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Washington DC 20536		7. ADMINISTERED BY (if other than Item 6) ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Attn: <<Enter Contract Specialist>> Washington DC 20536	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO. HSCETC-11-R-00013		9B. DATED (SEE ITEM 11) 06/01/2011	
10A. MODIFICATION OF CONTRACT/ORDER NO.		10B. DATED (SEE ITEM 13)		11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS	
CODE		FACILITY CODE			

☒ 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 1 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 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)

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

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

Subject to availability of funds.

The purpose of the amendment is to update: 1) the place of oral presentations; 2) the time allotted to submit the second part of the proposal; and 3) the Q&A session following the oral presentation.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) (b)(6), (b)(7)(C)	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. DATE SIGNED 7 JUL 11	16C. DATE SIGNED

NSN 7540-01-152-8070
Previous edition unusable

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 1	
2. AMENDMENT/MODIFICATION NO. 000006		3. EFFECTIVE DATE 06/01/2011		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (if applicable)		6. ISSUED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Washington DC 20536		7. ADMINISTERED BY (if other than Item 6) ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 801 I Street NW, Suite 930 Attn: <<Enter Contract Specialist>> Washington DC 20536	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO. (x) HSCETC-11-R-00013		9B. DATED (SEE ITEM 11) x 06/01/2011	
CODE		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	

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 1 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 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)

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

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

Subject to availability of funds.

The purpose of this amendment is to include language in Section L, Instructions to Offerors and Evaluation Criteria, that provides additional instructions for the Cost Model (attached) and the information required from subcontractors (when a single subcontractor cost represents 20% or more of the work).

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) (b)(6), (b)(7)(C)	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED (b)(6), (b)(7)(C)	16C. DATE SIGNED 25 JUL 11	

NSN 7540-01-152-8070
Previous edition unusable

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

U.S. Department of Homeland Security



Immigration and Customs Enforcement (ICE)

Engineering Division

Engineering Services and Support

Statement of Work

Office of the Chief Information Officer (OCIO)

801 I Street, NW

Washington, DC 20536

Table of Contents

PROJECT TITLE: ENGINEERING SERVICES AND SUPPORT	2
BACKGROUND	2
1.0 SCOPE	3
2.0 DESCRIPTION OF SERVICES	3
2.1 PROGRAM MANAGEMENT SERVICES	6
2.2 NETWORK ENGINEERING AND DESIGN BRANCH (NEDB)	7
2.2.1 Network Engineering Services	7
2.2.2 Infrastructure Engineering Services	9
2.3 NETWORK IMPLEMENTATION BRANCH (NIB)	11
2.3.1 Mission Support Team	11
2.3.2 Network Integration Services	11
2.3.3 Deployment	12
2.3.4 Voice Communications and Data Services Team	13
2.3.5 Circuit Order Logistics Support	14
2.4 SYSTEMS ENGINEERING BRANCH (SEB)	15
2.4.1 Lab Engineering Services	15
2.4.2 Systems Engineering Infrastructure Security Support	15
2.4.3 Multi-Platform Operating System and Middleware Support	16
2.4.4 Database Administration Support	17
2.4.5 Multi-Platform System Administration/Capacity Planning	18
2.4.6 Testing	18
2.4.7 Multi-Platform Storage Management and Control	18
2.4.8 Applications Hosting Services	18
2.5 OPTIONAL LABOR	22
3.0 DELIVERABLES MATRIX	22

Project Title: Engineering Services and Support

Background

The Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) Office of the Chief Information Officer (OCIO) Engineering Division is responsible for providing information technology (IT) engineering services to support the ICE mission. ICE personnel are located at over 600 sites worldwide to support the mission of all ICE Program Offices.

The ICE OCIO Engineering Division is composed of the following Program Offices and Branches:

The Atlas Program Office serves as the principal automation modernization program for the following:

- Improving information sharing across ICE.
- Supporting DHS-wide information.
- Implementing a series of projects that provide the foundation for a secure Enterprise Architecture (EA).

The Network Engineering Design Branch (NEDB) is responsible for the development of the enterprise network infrastructure and evaluating emerging technologies in the following service areas:

- **Network and Video Engineering Services** engineers scalable network solutions.
- **Infrastructure Engineering Services** provides engineering services to ensure ICE's security posture, development of tools for enterprise health monitoring, maintains enterprise directory and messaging solutions, and provides solutions for storage area networks.

The Network Implementation Branch (NIB) collaboratively works with OCIO Divisions to implement a state-of-the-art IT and network infrastructure. The NIB implements standard and specialized IT solutions for ICE's Program Offices to communicate via voice, satellite, broadband, and data and telecom services. The NIB supports all networks across the agency including top-secret networks. The NIB consists of four (4) groups:

- **Telecommunication/Data Services Team**
- **Mission Support Team**
- **Deployment Team**
- **Network Integration Team**

The Systems Engineering Branch (SEB) SEB is responsible for the design, configuration, testing, implementation, and maintenance of ICE's application hosting infrastructure including hardware and software. The application hosting currently takes place at the Department of Justice (DOJ) and the DHS Data Centers.

The hosted environments consist of Wintel/Linux middle-tier servers, *NIX based servers, mainframe servers, and supporting peripherals for all environments. This requirement includes operating systems and all middleware support responsibilities for ICE enterprise systems.

1.0 Scope

The contractor shall adhere to DHS standards and industry best practices while providing the technical expertise to perform the work detailed in this Statement of Work (SOW). The contractor shall also provide overall program management for the delivery of all Engineering services under this requirement. The contractor shall provide experienced personnel to support ongoing and all new Information Technology engineering work including, but not limited to, infrastructure modernization projects, application modernization projects, and any new OCIO directed IT initiatives including disaster recovery activities for those projects or initiatives. Migrations such as physical infrastructure, systems, or platform migration of systems may also be required.

ICE is currently executing a data center migration that will impact the execution of this requirement. The Government anticipates this move to occur within one year of task order award. There may be some limited production infrastructure and operating system support for Linux, AIX, Windows, and mainframe for an indeterminate time.

2.0 Description of Services

The contractor shall:

- Provide experienced personnel to effectively support the goals and mission of the Engineering Division and its subordinate Branches and Programs.
- Provide office facilities.
- Ensure the seamless transition of Engineering Services from the current contractor within 60 days of award.
- Use ICE email for all email communications and Office Communicator Service for all messaging within ICE.
- Be proficient in Microsoft Office applications including Microsoft Project and Visio.
- Adhere to ICE and DHS change control processes.
- Utilize the ICE Remedy system for all service tickets. Using Remedy, the contractor shall document all technical incidents, outages, problem resolutions, and escalate the problems from initiation through resolution. The Government will provide on-the-job training for ICE-specific Remedy modules as necessary.

- Create and maintain ICE infrastructure diagrams and layouts utilizing Microsoft Visio to represent the as-built environment.
- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines*, which will be provided after contract award.
- Maintain and create Standard Operating Procedure (SOP) documentation for all current and future systems supported.
- All project documentation must be stored on and readily available via ICE SharePoint.
- Adhere to the ICE Systems Lifecycle Management (SLM) Process.
- Respond to Information Technology Service Request (ITSR)/Intake Program by receiving their requirements, develop a design, and develop Rough Orders of Magnitude (ROM)/Bill of Materials (BOM).
- Adhere to ICE and DHS Security Requirements including Authority to Test (ATT), and Authority to Operate (ATO), respond to Plan of Actions & Milestones (POA&M).
- Assist in the preparation of Certification and Accreditation (C&A) documentation, and development of various ad-hoc reports as directed by the Government.
- Provide technical support for the identification, development, and establishment of ICE standards, procedures, and guidelines.
- Update security-related documentation as required.
- Comply with the Systems Lifecycle Management (SLM) process.
- Collaborate with OCIO Disaster Recover (DR) personnel to ensure infrastructure and procedures are in compliance with management recovery point and time objectives.
- Respond to trouble calls and initiate analysis in order to resolve issues as noted in the Severity Level Table (Table 1-1).
- Provide weekly reports regarding success in meeting the service level objectives outlined in the Production (Table 1-2) and Non-Production Service Level Objectives Tables (Table 1-3) below.
- Provide Tier 3 Standard problem resolution support. Provide Tier 3 Standard Implementation and Deployment support and backup coverage when the contractor team lead is unavailable. Tier 3 Standard support includes, but is not limited to the following areas: Network Engineering, Network Implementation, Systems Engineering and implementation of problem resolution. The Tier 3 Standard is as follows:

During normal business hours (between 7:00 am to 6:00 pm), the Government requires an immediate response (15 minutes or fewer) and support to: Service Desk, and/or ITFO, and/or Government engineering team lead requests. During all other times, on-call

support shall be provided within thirty (30) minutes. Functions requiring 24x7 by 365 coverage will be supported as directed; i.e., by cell phone/BlackBerry (GFE), or email.

In order to resolve issues the contractor shall respond to trouble calls and initiate analysis as noted in Table 1-1:

Table 1-1: Severity Level Table

Problem Severity Level	Problem Type	Response Time
Severity Level 1	Application/System down	Within 15 minutes during normal business hours, 30 minutes otherwise
Severity Level 2	Mission critical; business processes delayed	Within 1 hour
Severity Level 3	Non-mission critical; user operations delayed	Within 2 hours
Severity Level 4	User operations unaffected	Next business day

The contractor shall provide problem updates to the ICE Task Manager as directed.

Table 1-2: Production Systems Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	24x7 with scheduled outages	Provided daily
Platform Reliability	Minimum 99.9% uptime for any single month	Provided monthly or upon request
Performance Criteria	System performance remains consistent with design specification	Provided monthly or upon request
Performance Monitoring	When performance does not meet design specification, corrective action is initiated	Provided daily by 06:00 or upon request
Disaster Recovery	As required for Production or by Management Directive	Per event

Table 1-3: Non-Production Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	18x7 (6:00 am – 12:00 am Eastern Time) with scheduled outages	Provided daily
Platform Reliability	Minimum 99% uptime for any single month	Provided monthly or upon request
Performance	System performance remains consistent with	Provided monthly or

Criteria	design specification	upon request
Performance Monitoring	When performance does not meet design specification, corrective action is initiated	Provided daily by 08:00 or upon request

2.1 Program Management Services

The contractor shall provide a contract Project Lead (PL) to effectively direct and report progress to the Government Branch Directors or Project Managers on all contractor supported activities. As directed by the ICE Contracting Officers Technical Representative (COTR) or designee, the contractor shall provide a subset of, but not limited to, the following documentation for each project:

- A Rough Order of Magnitude (ROM) for overall cost.
- A work breakdown structure (WBS).
- A project schedule with milestones.
- A Level of Effort (LOE).
- A detailed project charter.
- A project management plan.
- A Bill of Material (BOM).
- A test plan.
- Project tailoring plans to adhere to the ICE System Lifecycle Management (SLM).
- A security Certification and Accreditation (C&A) package.
- An implementation plan.
- A training plan.
- As-built documentation.
- A transition to support plan.
- Lessons learned.
- Reports as requested.
- Project closeout documents.

The contractor shall ensure that a qualified project management team is assigned to provide project management support in accordance with the Project Management Institute, Project Management Body of Knowledge standard. Personnel who will lead projects for the Government shall be PMP certified or may be granted an exception by the Contracting Officers Technical Representative (COTR) on a case-by-case basis dependent on demonstrated prior experience.

The contractor shall provide the following:

- The scheduling of monthly status meetings (to include agendas, meeting minutes, and documented action items).
- Weekly Status Reports.
- Monthly Status Reports.
- Quarterly GFE Inventory Reports.
- Other Direct Cost (ODC) Listing.
- Current employee listing.
- Scheduled deliverables defined in this SOW.
- A briefing on at-risk projects, procedure-and-process compliance, and other items, as requested.

2.2 Network Engineering and Design Branch (NEDB)

2.2.1 Network Engineering Services

The contractor shall provide LAN/WAN engineering design services to support approximately 33,000 users at 600 CONUS and OCONUS locations. This shall include the development of:

- Requirements traceability matrices.
- Design documents.
- As-built documents.
- Test plans.
- Quality assurance plans.
- Implementation plans.
- Implementation coordination.
- Training plans.
- Planning transitions from Network Engineering Services to the Operations Division. This transition planning includes documentation and SLM artifacts.
- Change requests handled in accordance with ICE and DHS standards.
- Recommendations for network enhancements and circuit planning.
- Evaluation of the DHS Network Steward's recommended solutions.

The contractor shall perform the following work to include, but not limited to:

- Manage complex projects with numerous communications components such as routers, switches, packet shapers, firewalls, and performance optimization appliances.
- Design unique and repeatable solutions.
- Configure enterprise network and system management solutions, probes, and other devices used for gathering data on the ICE network and other networks supported by ICE.
- Use performance tools such as OPNET, Compuware, and NetScout to capture and analyze application and circuit utilization data.

- Maintain a GOTS solution: NetGraphs/PREDICT. The Government shall provide documentation after contract award.
- Analyze LAN/WAN traffic flow patterns and application workflow data.
- Perform application profiling from end-users to hosting environment and produce real time performance documentation in the form of written papers on application and network performance.
- Provide network tuning procedures and methods to analyze, resolve, and document performance bottlenecks in the enterprise network and delineate the relationship between the applications and the enterprise network during problem resolution.
- Document user requirements, functional specifications, and prepare Rough Order of Magnitude (ROMs) and Bill of Materials (BOMs) for recommended designs or enhancements.
- Design appropriately sized LANs and WANs based upon documented requirements.
- Design and deploy wireless LANs following industry best practices and federal guidelines.
- Replicate the operating infrastructure baseline for all network, email, and security related services including performance monitoring tools and audit capabilities.
- Implement external network connectivity (extranets), by determining the type, termination point, design protocols, ports, and security needs to align with Information Assurance Division (IAD) requirements.
- Document and disseminate lessons learned and current best practices.
- Ensure all new technologies are in alignment with the ICE Architecture and in adherence to the ICE OCIO SLM process.
- Develop analysis that represents the network infrastructure as requested by the Government.
- Develop network performance test plans, conduct performance tests on existing or new applications, document the results, and disseminate results to all applications development teams as required.
- Design networks to minimize latency between ICE field locations and application hosting locations.
- Provide technical oversight of circuit orders to ensure proper sizing and type.
- Respond to Service Desk tickets for all telecommunication services to include, Multiprotocol Label Switching (MPLS), Open Shortest Path First (OSPF), Enhance Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), layer 3 switching, and microwave and laser communications systems.
- Provide Tier 3 Standard support.

- Coordinate with the Network Implementation Branch (NIB) for network connectivity at ICE CONUS and OCONUS locations.
- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines* which will be provided after contract award.
- Develop and maintain an enterprise-wide network performance plan for mission applications planning, development, and performance testing.
- Standardize the initial installation, training, and quality assurance testing for all new projects and/or technologies designed by Network Engineering.

2.2.2 Infrastructure Engineering Services

The contractor shall provide requirements analysis, design of solutions, implementation, and transition services for the following:

- Directory and messaging services.
- Storage Area Network (SAN).
- Operating systems.
- Workstation images.

In addition, the contractor shall support ongoing design, development, and implementation of comprehensive information security architecture for Sensitive but Unclassified (SBU) information and Law Enforcement Sensitive (LES) information in compliance with DHS and ICE information security architecture. Solutions shall meet ICE mission and operational requirements to protect both SBU and LES information in electronic form and on systems that process, store, and transmit information.

Examples of work to be performed include, but are not limited to:

- Design, implement, and support an Active Directory (AD) instance and maintain as required AD sites and services, site links, and replication topologies.
- Support an Exchange 2010 environment in a high availability environment.
- Support a mobile messaging platform across multiple environments running in a high availability configuration.
- Design SAN solutions and server clustering solutions.
- Analyze, test, and after ICE approval, implement emerging technology.
- Design, implement, and maintain AD Domain Name Service (ADDNS) and Windows Internet Naming Standards (WINS).
- Standardize the installation, training, and quality assurance testing for all new Infrastructure Engineering Services projects and/or technologies.
- Manage large, medium, and small/ad-hoc projects per year.

- Ensure effective integration of required security features and compliance with National Institute of Standards and Technology (NIST), DHS/ICE security architecture and hardening guides through coordination with the ICE Information Assurance Division (IAD).
- Provide personnel capable of engineering solutions in response to mandates such as the United States Government Configuration Baseline (USGCB), requirements such as server and host firewalls and intrusion detection and prevention, secure network access control (NAC), and Internet browser configurations.
- Build USGCB compliant images for servers and workstations, which shall receive Architecture Division approval.
- Distribute the approved images as required to field operations staff, vendors and others as directed by the Government.
- Gather requirements to design, engineer, and deploy endpoint firewalls and Intrusion Detection System (IDS)/Intrusion Prevention Systems (IPS).
- Evaluate, test, design, and implement network security tools.
- Implement auditing and other security-related features or technologies.
- Participate in DHS/ICE working groups on implementing secure remote access solutions.
- Provide support for Homeland Security Presidential Directive-12 (HSPD-12) initiatives, including incorporation of Personal Identity Verification (PIV) login to ICE workstations and servers, support for Single-Sign-On, and for the Entrust Suite of software.
- Support Architecture Division test workstations by ensuring the correct image builds and software is installed. Troubleshoot testing workstations remotely when required.
- Support the build-out and maintain a testing environment for Active Directory, messaging systems, and security systems such as McAfee. Both Enterprise Operations and the Architecture Division will utilize this environment for testing.
- The contractor shall provide support for the COTS products list which include, but are not limited to:
 - BigFix
 - MacAfee (A/V, AntiSpam, HIPS, c-PO)
 - Entrust
 - EnCase
 - Microsoft Active Directory
 - Microsoft Exchange 2010
 - Microsoft Windows 7 and Windows Server

- Microsoft SQL Server 2005 and 2008
- Symantec Enterprise Vault
- BoxTone
- GOOD Mobile Messaging
- HBGary Federal
- NetApp NAS and SANs
- Quest Active Roles and Intrust Applications
- WinMagic

2.3 Network Implementation Branch (NIB)

The Network Implementation Branch (NIB) is responsible for implementing the network infrastructure designed by the Network Engineering Design Branch. The contractor shall support the following areas for the Network Implementation Branch: mission support, deployment, telecommunications and data services, and circuit order logistics.

2.3.1 Mission Support Team

The Mission Support Team is responsible for asset management for the Branch. ICE uses Sunflower™ for asset management. The contractor shall:

- Manage all requests for equipment for new Federal hires within OCIO, obtaining Government approval and confirmation of delivery information (address, POC, property custodian, asset management identifiers, and shipping account).
- Participate in the scheduled inventories of ICE assets. This includes conducting physical inventories, contacting end users to confirm the location of IT equipment, and performing property record transfers and updates in Sunflower. The minimum acceptable standard for inventory accuracy is 99.5%
- Maintain historical documentation for inventory tracking.

2.3.2 Network Integration Services

The contractor shall provide support to approved IT Service Requests from the Contracting Officer's Technical Representative (COTR). These requests include, but are not limited to office relocations, provisioning new facilities, renovations, and/or expansion of existing facilities. The contractor will be responsible for (performing these) deployments (in a timely manner).

The Contractor shall analyze and define the overall IT requirement for the site including equipment, cabling, circuits, logistics, deployment, and track each approved project to completion.

The Project Lead responsibilities shall include, but are not limited to:

- Work collaboratively with NEDB to ensure that proposed designs will meet client requirements.
- Ensure effective communications and collaboration with the ICE Office of Asset Management through weekly meeting and project status reporting.
- Execute a site survey (if required) to obtain site specific data
- Prepare needs analysis documents.
- Report planned and completed travel.
- Track all deployment related costs using ICE supplied standard templates.
- Maintain the master project schedule.
- Prepare requests for wide area network connectivity to new sites, site upgrades, or site relocations.
- Prepare procurement requisitions for equipment, determine equipment delivery schedules, and track equipment warranty coverage.
- Communicate with field points of contact and IT Field Operations (ITFO) to advise them of equipment orders, delivery schedules, and planned installation dates.
- Maintain current site address and contact information for all sites using a Government provided template.
- Provide client feedback survey metrics using a client satisfaction survey instrument provided by ICE.
- Report schedule variances/jeopardies.

2.3.3 Deployment

The Deployment Team implements and installs IT hardware and software. Deployments include new installations, equipment upgrades, equipment relocations, and other related IT deployments. The Government will assign an Information Technology Service Request (ITSR) number to each deployment request

The contractor shall support all aspects of IT hardware deployment with personnel experienced with workstations, laptops, network printers, operating systems software, servers, network switches, and routers. Specialized peripherals such as fingerprint scanners must also be supported.

The contractor shall:

- Install and test only ICE approved LAN infrastructure.
- Upon notification, dispatch technical personnel to the operational location to perform installations, relocations, or infrastructure upgrades.
- Provide support for ICE program offices located in facilities worldwide.

Support services shall include, but are not limited to:

- Install and test new servers, switches, routers, end-user computers, network printers, wireless access points, external hard drives, fax servers, document

scanners, and other peripheral equipment as well as operating systems software.

- Design cabling and provide network schematics to support voice, video, wireless, and data requirements.
- Ensure access to government mainframe computers.
- Document network configurations and inventories.

Deployment activities will frequently extend into evenings and weekends. In cases where support and services occur during "off-hours", the contractor shall obtain approval from the ICE Task Manager or designee, and the COTR prior to initiating the assignment. The actual hours worked must be reported to the ICE Task Manager and COTR within two business days of completing the assignment.

2.3.4 Voice Communications and Data Services Team

The contractor shall:

- Provide Tier 3 Standard support for voice communications regardless of location.
- Resolve trouble tickets assigned by the ICE Service Desk.
- Perform voice communications hardware and software installations.
- Cross-connect wiring as needed.
- Coordinate with ICE OCIO approved communications vendors when authorized, on behalf of the local field office director and OCIO.
- Perform installation and relocation requests in accordance with ICE move/add/change processes and procedures.
- Support enterprise-wide communications system maintenance and trouble calls, which include, but are not limited to voicemail reset, number changes, and remote equipment inquiries.
- Use Government-furnished remote management tools.
- Administer local ICE communications applications.
- Perform all required back up and restoration functions for data residing on ICE voice communications systems
- Develop processes, procedures, and documentation required for voice network administration.

The contractor shall provide personnel capable of:

- Maintaining legacy Private Branch Exchange (PBX) systems from Avaya/Nortel.
- Maintaining emerging systems such as VoIP.
- Ensuring appropriate fundamental configuration, capacity planning and design, of voice communications system.
- Programming and maintenance of the voice switch, voice mail system, auto attendant systems, call management system, and traffic monitoring system.
- Executing traffic analysis studies to ensure the telecommunications system operates at peak performance with minimal blocking of calls (P.01 or better grade of service) within the switch and to locations outside of the switch.
- Training end-users on the operation and use of telecommunication features.

- Interfacing with telecommunications vendors, architects, cabling vendors and electrical vendors on new or expanded voice telecommunications systems to ensure all infrastructure, transport facilities, space requirements for equipment, and electrical power requirements are documented and installed on schedule.

2.3.5 Circuit Order Logistics Support

The Circuit Order Logistics Team is responsible for initiating orders for data circuits, mobile/PDA services with the Networx vendors, tracking orders, and submitting service cancellations.

The contractor shall:

- Prepare wireless and audio conference orders, all telecommunications service orders and perform inventory validation.
- Perform invoice verification and reconciliation.
- Develop, enter, coordinate, and approve routing of circuit orders.
- Coordinate orders with the requesting Designated Agency Representative (DAR), circuit provider, and site representative.
- Track status of circuit orders and cancellations via Government and or vendor tracking systems.
- Enter capacity, location, and carrier data into the Government owned Tracking System and distribute for engineering/management review.
- Request price quotes on all data and voice circuits and equipment.
- Resolve trouble calls received from various stakeholders (Network Operations Center, Video Telecommunications, Information Technology Field Operations, etc.).
- Respond to vendor service clarification requests.
- Request Telecommunication Service Priority (TSP) codes for restoration and provisioning.
- Maintain the telecommunications tracking system database with information on all data, telecommunications services, cellular, satellite and PDAs.
- Monitor Government owned and Vendor Portals for the accuracy of provisioning and decommissioning circuit orders and telecommunications services on a daily basis.
- Transfer and/or reconcile any current circuit tracking data to/from government owned tracking systems and the Vendor Portals as these order-tracking systems evolve.
- Identify and support resolution of discrepancies in the legacy ICE network invoices.

- Support circuit upgrades, relocations, and new site installations.
- Reconcile the carrier-provided invoices against the Government owned or vendor order tracking system, resolve discrepancies contained on the network invoice, and process pre-payment information.
- Validate all telecommunications billing from GSAMORRIS, GSATOPS, Network Information Management System and any other Government or vendor owned systems, and all other applicable invoices.

2.4 Systems Engineering Branch (SEB)

2.4.1 Lab Engineering Services

The contractor shall provide lab engineering services and provide all required maintenance to complete requirements analysis, solution design, and implementation in support of, but not limited to applications, infrastructure, desktops, and server image development.

The contractor shall perform work to include, but not limited to:

- Administer and maintain test labs that support development testing and Architecture Assurance Branch testing activities, systems acceptance testing, systems security testing, interoperability testing, performance testing, simulation and modeling, and application tuning. Lab environments must mimic production environments and be certified by the developers.
- Support ICE ITSIR/Intake Program requests.
- Address requests for new application releases and builds in support of Architecture Division performance testing, functional testing, and interoperability testing.
- Support the use of custom test scripts, test automation tools, and infrastructure problem analyses and resolution.
- Evaluate and test hardware and software products prior to integration and implementation.
- Recommend solutions to streamline software testing.
- Provide Tier 3 Standard Lab Engineering Services support.

2.4.2 Systems Engineering Infrastructure Security Support

The contractor shall provide Security Engineering services as required. The contractor shall work closely with infrastructure and systems engineers as well as database and systems administrators to ensure the security of the application hosting infrastructure. Coordination with Information Assurance Division and Information Technology Project Managers (ITPM) is required. Knowledge of the Trusted Agent FISMA (TAF) tool is necessary. The contractor shall coordinate with the Security Operations Center (SOC) to perform security scans on the infrastructure. The contractor shall remain current in new security technologies.

2.4.3 Multi-Platform Operating System and Middleware Support

The contractor shall provide technical expertise to perform systems engineering or systems administration for operating platforms to include, but not limited to:

- Mainframe.
- *NIX (UNIX or AIX (IBM's version of UNIX)).
- Red Hat Linux and Windows.
- High Availability Cluster Multiprocessing (HACMP).

Technical personnel shall provide administration of middleware products to include, but not limited to:

- Oracle and Oracle associated products.
- Microsoft SQL Server and associated products.
- Informatica.
- IDMS.
- Hyperion.
- Essbase.
- IBM WebSphere and associated products.

Technical personnel shall be capable of:

- Evaluating, advising, designing, configuring, implementing, optimizing, and maintaining the operating systems and middleware including or similar to that listed above on development, test, training, and production systems.
- Solving operational problems involving operating systems software, design, and implementation.
- Monitoring operating system software and middleware performance.
- Coordinating OS upgrades, maintenance, and testing with Data Center staff or performing the upgrades where applicable following appropriate configuration management practices.
- Administering web-based, client-server and/or host-based applications.
- Creating startup/shutdown procedures for all production and database servers.
- Creating Disaster Recovery (DR) procedures for data, applications, and server images.
- Supporting the Customer Information Control System/Remote Online Print Executive System (CICS/ROPES).
- Applying maintenance, upgrades, and enhancements.

- Supporting ICE organizations owning COTS products and in-house application systems which run on the enterprise infrastructure.

2.4.4 Database Administration Support

The contractor shall provide database administration, database migrations, and database maintenance support for all ICE applications and other databases as determined by the Government. Support includes all database administration activities required to provide accessible, secure, scalable, and reliable databases, and interconnects for ICE.

Support for the following shall include, but is not limited to:

- *NIX/Oracle, Mainframe IDMS, and MS SQL Server databases and their structures.
- Maintain or create storage allocation, backup, recovery, and replication procedures.
- Evolution of ICE *NIX systems in view of technological advances.
- System platform migration.
- Establishment and maintenance of IBM WebSphere MQ Series queues.
- Methods of maintaining database system integrity and security.
- Administration and support of Storage Area Networks (SANs) such as Hitachi, NetAPP, EMC, and IBM as required.
- Administration of backup, restoration, and replication software such as Tivoli Storage Manager (TSM), Oracle Data Guard, or other current technology as required.
- Tracking of vendor maintenance and support agreements.
- User ID provisioning for all production and database servers.
- Provide support for IBM WebSphere MQ Series databases.
- Performance monitoring and tuning.
- Participating in application design reviews.
- Implementation and production support for database technology enhancements.
- Maintaining Oracle Name Server (ONS) or its equivalent.
- Collaborate with OCIO Disaster Recovery (DR) personnel to ensure all infrastructure and procedures are in place to perform recoveries within the recovery point and time objectives.
- Creation and maintenance of standard operating procedures for all data base platforms as required.
- Database design reviews, performance monitoring, and performance tuning.

- Follow Federal Server security and hardening requirements and solutions and implement ICE standards.
- Implementation and support for Oracle Cluster Ready Services as required.
- Support for migrating database software from current ICE versions.

2.4.5 Multi-Platform System Administration/Capacity Planning

The contractor shall provide expert knowledge in capacity planning of servers, storage, and network. The contractor shall provide:

- Analysis of ICE preliminary system design plans.
- Analysis of workload projections.
- Quarterly Capacity Planning Reports.
- Monitoring and reporting of server capacity and systems usage.
- Notice of insufficient storage or server capacity with sufficient time for the Government to conduct a procurement.

2.4.6 Testing

The contractor shall configure environments and support all aspects of user acceptance testing, functional acceptance testing, database testing, installation testing, configuration/compatibility testing, security testing, and performance load and stress testing.

2.4.7 Multi-Platform Storage Management and Control

The contractor personnel shall demonstrate knowledge of principles of storage management, including procedures and rules for related storage management systems and backup and recovery systems in support of mainframe, UNIX, and Windows storage.

The contractor shall:

- Provide management and control of the DHS assigned Storage Devices at the Data Centers used by ICE. For this requirement, the contractor shall develop and enhance storage management procedures and rules.
- Use automated storage managers such as IBM's Data Facility System Managed Storage (DFSMS) and Data Facility Hierarchical Storage Management (DFHSM) to manage and control the disk space.
- Respond to requests for disk storage space, maintain the integrity of DHS datasets, maintain files and database backup and recovery procedures, perform disaster/recovery support, and monitor storage usage.

2.4.8 Applications Hosting Services

The contractor shall provide the support necessary to manage projects, review products, and design, document, secure, engineer, maintain, improve, and manage the ICE web-hosting environment infrastructure.

The contractor shall support the activities associated with hosting web-based Internet and intranet applications and websites on an Enterprise level.

2.4.8.1 Web Infrastructure Services

The contractor shall provide support to the web-application above the operating system level. The contractor shall be responsible for maintaining operational status of the Web Application in production, training, disaster recovery, and non-production environments. Current web/application entities include but not are limited to e-Gov (ICE specific Web based internal and external applications) Intranet/Shared Application Cluster/Isolated Application Clusters. The contractor shall:

- Work in conjunction with the Enterprise Operations group to meet all SLA and Service Desk issued Remedy tickets.
- Provide ongoing administration, monitoring, and technical support for the infrastructure.
- Provide a problem update to the ICE Task Manager as directed. The contractor shall review and analyze all production logs as part of their daily administrative routines and/or as requested per the ICE Task Manager.
- Establish and document processes for managing these environments along with automating processes where feasible utilizing Government supplied versioning tools.
- Back up volatile data on a daily basis and test the restoration of data quarterly.
- Perform analyses giving labor, cost, and time estimates for scheduled maintenance tasks. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Make recommendations and perform analyses giving labor, cost, and time estimates for design or configuration changes to the web-hosting environment focusing on providing a high availability (99.99%) platform. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Provide non-production infrastructure services required to support the Alternate Web Hosting Platform environment (IBM WebSphere Application Server running on Red Hat Linux, *NIX, WebSphere Process Server, IBM Datapower devices), to include supporting a high availability, secure, reliable, scalable, IBM WebSphere-based suite of applications solution that will support web-based/delivered e-Gov and Intranet applications.

2.4.8.2 Web Application Hosting and Integration Services

The contractor shall:

- Maintain the *Standards and Guidelines for ICE Internet/Intranet Web Services Reference*.
- Document, design, configure, test, implement, and maintain an infrastructure to provide a standardized hosting environment for ICE's web-based applications and websites (both intranet and public facing) and maintain them making them available to project development teams to ensure web-based applications are developed according to ICE standards.
- Perform code reviews to ensure hosted applications comply with coding standards outlined in the Standards.
- The contractor shall create Test Problem Reports within Serena Tracker (or its successor) for issues identified in code reviews.
- Provide ongoing management, monitoring, and technical hosting support for all web-based applications within this infrastructure. The current environment consists of various VB, J2EE, ASP, DHTML, XML, and HTML software, along with service-oriented architecture (SOA) components and various in-house developed and COTS application packages. The J2EE platforms currently consist of IBM WebSphere products and Caucho Resin.
- Participate in Integrated Project Teams (IPT) to discuss standards, guidelines, and best practices for development and deployment of web-based applications.
- Retrieve new versions of application software from Version Manager (or its successor), load new/upgraded web-based applications into the applicable hosting environment, and ensure application interfaces are functioning, and automate as necessary. Interfaces may be between applications internal to ICE or with other DHS or non-DHS components.
- Provide problem updates to the ICE Task Manager as directed.
- Analyze all production logs as part of the daily administrative routines and/or requested by the ICE Task Manager.
- Travel to perform the functions necessary to configure/upgrade the production or contingency site, as necessary.

2.4.8.3 SharePoint

The contractor shall provide all standard middleware support to include, but not limited to:

- Determine Simple Mail Transfer Protocol (SMTP) requirements and configurations.
- Defining firewall port requirements, defining Kerberos cross-forest functionality and configuration/interoperability requirements, the testing of current and future Active Directory trusts, implementation and testing of mail enabled connectors.

- Identify farm level considerations such as the following:
 - Define Shared Service Provider configuration and delegation.
 - Provide input for the SharePoint governance document.
 - Build server operating system images.
 - Load and configure ICE's current version of MS SQL Server
 - Load and configure Microsoft Office SharePoint Server (MOSS) on Web front end and Index servers.
 - Configure all farm topology settings.
 - Configure server services.
 - Configure inbound and outbound email settings.
 - Create Shared Service Providers, web applications, and site collections.
 - Configure InfoPath forms and Excel Calculation services.
 - Configure Profile Imports, farm level security, and farm level quotas.
 - Load admin site templates into SharePoint sites.
 - Load and configure Office Communication server and integrate it with the MOSS environment.
- Maintain production and non-production environments which consist of the following activities:
 - Manage all SQL Content, Configuration, and Search databases.
 - Run transaction log backups to truncate logs.
 - Create new content databases as needed.
 - Create maintenance schedule for databases.
 - Mirror data to disaster recovery sites.
 - Patch the MS SQL Server and MOSS environments per ICE's security baseline.
 - Manage the SharePoint farm.
 - Perform all farm level administrative tasks.
 - Performance monitoring.
 - Manage, create, deletion, backup and restore site collections.
 - Resolve farm and server level helpdesk requests.
 - Manage quotas.

2.5 Optional Labor

The Government shall continually monitor and evaluate the dynamic needs of the ICE engineering services with respect to current and future projected workload. The contractor shall be prepared to adjust to the dynamic needs of the Government in an efficient and timely manner.

The Government shall implement increases (and decreases) in workload via task order modification.

The Government's evaluation of projected workload may be influenced by financial, political, and/or U.S. Government priorities and objectives.

3.0 Deliverables Matrix

#	DESCRIPTION	FREQUENCY	DUE BY	DISTRIBUTION
1	Weekly Status Report Para 2.1	Weekly	COB Wed.	COTR and Task Manager
2	Monthly Status Reports Para 2.1	Monthly	With Invoice	COTR and Task Manager
3	Quarterly GFE Inventory Para 2.1	Quarterly	COB the 15 th of the next month	COTR
4	Monthly ODC Para 2.1	Monthly	With Invoice	COTR and Task Manager
5	Employee Listing Para 2.1	As Required but at least monthly	With Invoice	COTR and Task Manager
6	Quarterly Capacity Planning Reports Para 2.4.5	Quarterly	COB the 15 th of the next month	COTR and Task Manager
7	Infrastructure Diagrams, Documentation, and Configuration Para 2.0	Within 90 days of contract award	90 Days after contract award	COTR and Task Manager
8	Systems Administration Reports	Weekly	COB Wed.	COTR and Task Manager

	Para 2.4.5			
9	Database Administration Reports Para 2.4.4	Weekly	COB Wed.	COTR and Task Manager
10	OCIO Project and Activity Reporting- Para 2.1	Monthly	COB the 15 th of the next month	COTR and Task Manager
11	Application Hosting Services Reports Para 2.4.8	Weekly	COB Wed.	COTR and Task Manager

Performance Evaluation Plan
for
Engineering Services & Support (ESS)

- I. Introduction
- II. Organizational Structure for Award Fee Administration
- III. Method for Determining Award Fee
- IV. Changes in Plan Coverage
- V. Evaluation Periods and Maximum Available Award Fee for Each Period
- VI. Award Fee Criteria for Performance Evaluation
- VII. Grading Table
- VIII. Basis or Standard for Measuring Performance:
- IX. Actions and Schedules for Award Fee Determinations
- X. General Instructions to Performance Monitors
- XI. Award Fee Calculations

I. Introduction

- a) This plan covers the administration of the award fee provisions of Task Order, HSCETC-11-F-00006, dated October 1, 2011, with Info Zen.
- b) The contractor shall adhere to DHS standards and industry best practices while providing the technical expertise to perform engineering services and support including overall program management of these services.
- c) The term of the task order is five (5) years with a one-year base period and four (4) one-year option periods beginning _____ and ending _____.
- d) The estimated cost of performing the task order is \$_____.
- e) The base fee is 0% and the maximum fee is ____%.
- f) The estimated cost and award fee are subject to equitable adjustments arising from changes or other task order modifications.
- g) The award fee payable will be determined semi-annually in accordance with this plan.
- h) The Government may unilaterally change the matters in this plan, as covered in Part V and not otherwise requiring mutual agreement under the task order, provided the contractor receives notice of the changes at least 10 calendar days prior to the beginning of the evaluation period to which the changes apply.

II. Organizational Structure for Award Fee Administration

The following organizational structure is established for administering the Award Fee provisions of the contract.

- a) Contracting Officer's Technical Representative (COTR).

Primary COTR responsibilities are:

- 1) Obtaining and maintaining all documentation necessary to evaluate the performance of the contractor.
- 2) Changing the matters covered in this plan as addressed in Part V as appropriate.

- b) Performance Evaluation Board (PEB).

- 1) The Chair of the PEB is the COTR. Branch Managers of the Engineering Division are voting members. Together, they make up the Board.
- 2) Primary responsibilities of the Members are:
 - Conducting periodic evaluations of contractor performance and the submission of a Performance Evaluation Board Report to the PEB Chair covering the Members' findings and recommendations for each evaluation period, as addressed in Part IV.
 - Considering changes in this plan and recommending those it determines appropriate for adoption by the PEB Chair, as addressed in Part V.

- c) Performance Monitors.

- 1) The Members of the PEB will serve as the monitors.
- 2) Each monitor will be responsible for complying with the General Instructions for Performance Monitors, and any specific instructions of the PEB Chair. Monitor responsibilities are:

- Monitoring, evaluating and assessing contractor performance in assigned areas.
- Recommending appropriate changes in this plan for consideration, as addressed in Part V.

III. Method for Determining Award Fee

A determination of the award fee earned for each evaluation period will be made by the Government within 45 days after the end of the period. The method to be followed in monitoring, evaluating and assessing contractor performance during the period, as well as for determining the award fee earned or paid, is described below.

- a) The COTR as the PEB Chair will monitor each performance evaluation factor to be evaluated under the contract. The PEB Chair may change monitor assignments at any time without advance notice to the contractor. The PEB Chair will notify the contractor promptly of all monitor assignments and changes.
- b) The PEB Chair will ensure that each monitor receives the following:
 - 1) A copy of this plan along with any changes made in accordance with Part V.
 - 2) Appropriate orientation and guidance.
 - 3) Specific instructions applicable to the monitors' assigned performance areas.
- c) Monitors will evaluate and assess contractor performance and discuss the results with contractor personnel as appropriate, in accordance with the General Instructions for Performance Monitors and the specific instructions and guidance furnished by the PEB Chair.
- d) Monitors will submit quarterly Performance Monitor Reports to the PEB Chair.
- e) The PEB Chair will request and obtain performance information from other personnel normally involved in observing contractor performance, as appropriate.
- f) Quarterly, the Board will consider OCIO Monthly Performance Evaluation Surveys and other performance information it obtains and discuss the reports and information with other personnel, as appropriate.
- g) The PEB Chair will meet monthly with the contractor and discuss overall performance during the period. As requested by the PEB Chair, personnel involved in performance evaluations will attend the meeting and participate in discussions, as required.
- h) Promptly after the end of each evaluation period, the Board will meet to consider all the performance information it has obtained. At the meeting, the Board will summarize its preliminary findings and recommendations for coverage in the Performance Evaluation Board Report.
- i) The PEB Chair may meet with the contractor to discuss preliminary findings and recommendations. At this meeting, the contractor is given an opportunity to submit information on its behalf, including an assessment of its performance during the evaluation period. After meeting with the contractor, the PEB Chair will consider matters presented by the contractor and finalize results.
- j) The PEB Chair will finalize the Performance Evaluation Board Report for the period and submit it to the Contracting Officer (Fee Determination Official) for use in determining the award fee earned. The report will include an adjectival rating with supporting documentation. The contractor may be notified of the Board's evaluation and recommended rating.
- k) The Fee Determination Official (FDO) will consider the Board's recommendation.

- l) The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for determination of the fee shall be the evaluation by the Government, any self-evaluation which is received within ten (10) days after the end of the period being evaluated, may be given such consideration, if any, as the FDO shall find appropriate.
- m) The FDO will consider the recommendations of the PEB, information provided by the contractor, if any, and any other pertinent information in determining the amount of award fee to be paid for the period. The FDO's determination of the amount of award fee to be paid and the basis for this determination will be stated in the Award Fee Determination Report.
- n) The contractor will be notified by the FDO. The contractor will be provided with a debriefing by the PEB Chair if requested.

IV. Changes in Plan Coverage

a) Right to Make Unilateral Changes

Any matters covered in this plan not otherwise requiring mutual agreement under the contract, may be changed unilaterally by the PEB Chair prior to the beginning of an evaluation period by timely notice to the contractor in writing. The changes will be made without formal modification of the contract.

b) Steps to Change Plan Coverage

The following is a summary of the principal actions involved in changing plan coverage.

Action	Schedule (Calendar Days)
PEB drafts proposed changes	Ongoing.
PEB submits recommended changes to contracting officer for approval	10 days prior to end of each period.
Through CO, COTR notifies contractor as to whether or not there are changes	10 days before start of the applicable period.

c) Method for Changing Plan Coverage.

- 1) Personnel involved in the administration of the award fee provisions of the contract are encouraged to recommend plan changes with a view toward changing management emphasis, motivating higher performance levels or improving the award fee determination process. Recommended changes should be sent to the PEB for consideration and drafting.
- 2) Prior to the end of each evaluation period, the PEB submits its recommended changes, if any, applicable to the next evaluation period for approval by the COTR with appropriate comments and justification.
- 3) Ten (10) calendar days before the beginning of each evaluation period, the Contracting Officer will notify the contractor in writing of any changes to be applied during the next period. If the contractor is not provided with this notification, or if the notification is not provided within the agreed-to number of calendar days before the beginning of the next period, then the existing plan will continue in effect for the next evaluation period.

V. Evaluation Periods and Maximum Available Award Fee for Each Period

a) Award Fee Evaluation Period

The award fee evaluation period is at six-month intervals beginning from the date of award. The available award fee is 0% (Base Fee) to ___% (Maximum Fee). In the event of contract termination, either in whole or in part, the amount of award fee available shall represent a pro-rata distribution associated with evaluation period activities or events as determined by the FDO.

b) Determination of Award Fee Earned

The Government shall at the conclusion of each specified evaluation period evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of award fee earned will be made by the Government Fee Determination Official (FDO) and such determination concerning the amount of award fee earned is binding on both parties and shall not be subject to appeal under the "Disputes" clause or to any other appeal clause. IAW FAR 16.401(e)(4), the rollover of unearned award fees is prohibited.

VI. Award Fee Criteria for Performance Evaluation

The performance factors to be evaluated are identified below. Each factor is approximately of equal importance.

Quality of Product or Service: Compliance with contract requirements; accuracy of reports; effectiveness of personnel; and technical excellence with the following ratings:

0 – Unsatisfactory: Non conformances are jeopardizing the achievement of contract requirements, despite use of Agency resources.

1 – Poor: Overall compliance requires major Agency resources to ensure achievement contract requirements.

2 – Fair: Overall compliance requires minor Agency resources to ensure achievement of contract requirements.

3 – Good: Overall compliance does not impact achievement of contract requirements.

4 – Excellent: There are no quality problems.

5 – Outstanding: The contractor has demonstrated an outstanding performance level that clearly exceeds the performance level described as Excellent.

Cost Control: Record of forecasting and controlling costs; current, accurate and complete billings; relationship of negotiated costs to actual; and cost efficiencies with the following ratings:

0 – Unsatisfactory: Ability to manage cost issues is jeopardizing performance of contract requirement, despite use of Agency resources.

1 – Poor: Ability to manage cost issues requires major Agency resources to ensure achievement of contract requirements.

2 – Fair: Ability to control cost issues requires minor Agency resources to ensure achievement of contract requirements.

3 – Good: Management of cost issues does not impact achievement of contract requirements.

4 – Excellent: There are no cost management issues.

5 – Outstanding: The contractor has demonstrated an outstanding performance level that clearly exceeds the performance level described as Excellent.

Timeliness of Performance: Met interim milestones; reliable; responsive to technical direction; completed on time including wrap-up and contract administration; met delivery schedules; and no liquidated damages assessed with the following ratings:

0 – Unsatisfactory: Delays are jeopardizing performance of contract requirements, despite use of Agency resources.

1 – Poor: Delays require major Agency resources to ensure achievement of contract requirements.

2 – Fair: Delays require minor Agency resources to ensure achievement of contract requirements.

3 – Good: Delays do not impact achievement of contract requirements.

4 – Excellent: There are no delays.

5 – Outstanding: The contractor has demonstrated an outstanding performance level that clearly exceeds the performance level described as Excellent.

Business Relations: Effective management, including subcontracts; reasonable/cooperative behavior; responsive to contract requirements; notification of problems; flexibility; and pro-active vs. reactive with the following ratings:

0 – Unsatisfactory: Response to inquiries, technical/service/administrative issues in not effective.

1 – Poor: Response to inquiries, technical/service/administrative issues is marginally effective.

2 – Fair: Response to inquiries, technical/service/administrative issues is somewhat effective.

3 – Good: Response to inquiries, technical/service/administrative issues is usually effective.

4 – Excellent: Response to inquiries, technical/services/administrative issues is effective.

5 – Outstanding: The contractor has demonstrated an outstanding performance level that clearly exceeds the performance level described as Excellent.

VII. Grading Table

Adjectival Rating	Award-Fee Pool Available To Be Earned	Description
Outstanding	91%-100%	Contractor has exceeded almost all of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period.
Excellent	76%-90%	Contractor has exceeded many of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period.
Good	51%-75%	Contractor has exceeded some of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period.
Fair (Satisfactory)	No Greater Than 50%	Contractor has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period.
Poor or Unsatisfactory	0%	Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period.

VIII. Basis or Standard for Measuring Performance

There will be four methods of measuring contractor performance:

- a) **Random Sampling:** Random sampling is a statistically based method that assumes receipt of acceptable performance if a given percentage or number of scheduled assessments is found to be acceptable. The results of these assessments help determine the Government's next course of action and whether adjustments in this method of assessment are necessary.
- b) **100% Inspection:** This surveillance/assessment type is preferred for those tasks that occur infrequently, including tasks that cannot be random sampled because the sample size for a small lot may exceed the lot size. It is also used frequently for tasks having very stringent performance requirements.
- c) **Periodic Surveillance** (consists of the evaluation of samples selected on other than 100% or statistically random basis): Periodic sampling is similar to random sampling, but it is planned at specific intervals or dates. This method is appropriate for tasks that occur infrequently.
- d) **Customer Feedback/input:** Customer feedback is first hand information from the actual users of the service. It will be used to supplement other forms of evaluation and assessment.

IV. Actions and Schedules for Award Fee Determinations

The following is a summary of the principal actions involved in determining the award fee for the evaluation periods.

Action	Calendar Days
1. PEB Chair and members appointed.	15 days prior to first period
2. PEB Chair appoints performance monitors and informs contractor.	10 days prior to first period
3. Monitors receive orientation and guidance.	7 days prior to first period
4. Monitors assess performance and discuss results with contractor.	Ongoing after start of period
5. Monitors submit Performance Monitor Reports to PEB.	Quarterly from date of award
6. PEB considers Performance Monitor Reports and other requested performance information.	Ongoing
7. PEB discusses overall performance with contractor during period.	7 days after end of period
8. PEB meets and summarizes preliminary findings and position of PEER.	5 days after end of period
9. PEB may meet with contractor to discuss preliminary findings and position.	10 days after end of period
10. PEB establishes findings and recommendations for PEER.	15 days after end of period
11. COTR sends PEER to contractor.	NLT 20 days after end of period

The PEB will establish lists of subsidiary actions and schedules as necessary to meet the above schedules.

X. General Instructions for Performance Monitors

a) Monitoring and Assessing Performance.

- 1) Monitors will prepare outlines of their assessment plans, discuss them with appropriate contractor personnel to assure complete understanding of the evaluation and assessment process.
- 2) Monitors will plan and carry out on-site assessment visits, as necessary.
- 3) Monitors will conduct all assessments in an open, objective and cooperative spirit so that a fair and accurate evaluation is obtained. This will ensure that the contractor receives accurate and complete information from which to plan improvements in performance. Positive performance accomplishments should be emphasized just as readily as negative ones.
- 4) The monitor will discuss the assessment with contractor personnel as appropriate, noting any observed accomplishments and/or deficiencies. This affords the contractor an opportunity to clarify possible misunderstandings regarding areas of poor performance and to correct or resolve deficiencies.
- 5) Monitors must remember that contacts and visits with contractor personnel are to be accomplished within the context of official contractual relationships. Monitors will avoid any activity or association which might cause, or give the appearance of, a conflict of interest.
- 6) Monitor discussions with contractor personnel are not to be used as an attempt to instruct, to direct, to supervise or to control these personnel in the performance of the contract. The role of the monitor is to monitor, assess and evaluate not to manage the contractor's effort.

b) Documenting Evaluation/Assessment.

Evaluations and assessments conducted and discussions with contractor personnel will be documented as follows:

- 1) Evaluation/Assessment Reports. Monitors will prepare a Performance Monitor Report and submit it to the PEB. Reports will be in narrative format and submitted quarterly. Reports will contain results from the collection methods identified in Part VIII, Basis or Standard for Measuring Performance.
- 2) Verbal Reports. Monitors will be prepared to make verbal reports of their evaluations and assessments as required by the PEB Chair.

XI. Award Fee Calculation

	Adjectival Rating	Performance Points (0 - 100)		Assigned Weight		Total Weighted Performance Points
Quality of Product or Service						
			x	25%	=	0
Cost Control						
			x	25%	=	0
Timeliness of Performance						
			x	25%	=	0
Business Relations						
			x	25%	=	0

Award Fee Earned: 0

1. Section L: 2. First Part – Pg. 42: “The first part consists of an oral presentation and written proposal. Using PowerPoint slides, Offerors shall present to the Government...”

Question 1A: The oral presentation includes the PowerPoint slides. Is this correct?

A: Correct.

Question 1B: The written proposal that is submitted does not also include the PowerPoint slides. Is this correct?

A: The written proposal for the first part does not include the PowerPoint slides. The written proposal for the first part includes a maximum 30-page document.

2. Section L: 2. First Part – Pg. 42: “Offerors’ presentations shall not deviate from the slides provided to the Government, and Offerors are limited to 30 slides for the oral presentation portion.” And in the previous paragraph, “Additionally, the Offerors shall submit both their IT Security and Transition Plans for the written proposal.”

Question 2A: Are the IT Security and Transition Plans supposed to be presented as part of the oral presentation?

A: No.

Question 2B: Are the IT Security and Transition Plans included in the 30 slide limit of the oral presentation?

A: No, an additional 30 pages (e.g., word document) will be used to describe your IT Security and Transition Plans.

3. Section L: 2. First Part – Pg. 42: “For the written proposal portion, the Offerors are limited to 30 pages (inclusive of both Plans).”

Question 3: The 30 page limit for the Technical Approach will also include both the IT Security and Transition Plans. Is this correct?

A: Offerors are limited to describing both Plans in 30 pages. You may use 15 and 15 pages, 10 and 20 pages, or any combination as long as it is limited to 30 pages.

4. Section L: 2. First Part – Pg. 42: “Offerors shall submit the Notice of Order Size Rerepresentation (OSR) at the Task Order Level (located in Section K, Representations) and FAR 52.227-15, Representation of Limited Rights Data and Restricted Computer Software (Dec 2007) (located in Section M, Evaluation Factors for Award) with the first part.”

Question 4: May these required documents be in an appendix and not count toward the 30 page limit of the Technical Approach?

A: Representations (Rerepresentations), certifications, exceptions, etc., fall under the category of Contractual Documents. These do not count against the page limitations of the proposal.

5. Section L: 1. Overview of the Procurement Process – Pg. 41: “Offerors shall provide an electronic copy of their proposals via eBuy. Offerors shall submit the proposals, with cover letter, by 5:00 P.M. Eastern Time on June 30, 2011.”

Question 5: The only proposal that will be submitted by this date and time will be the written Technical Approach proposal as defined above in Questions 1A & 1B and Question 3. Is this correct?

Page 126 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 127 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 128 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 129 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 130 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 131 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 132 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 133 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 134 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 135 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 136 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 137 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 138 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 139 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 140 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 141 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 142 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 143 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 144 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 145 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 146 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 147 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 148 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 149 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 150 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 151 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Page 152 of 173

Withheld pursuant to exemption

(b)(4), (b)(7)(E)

of the Freedom of Information and Privacy Act

Engineering Services and Support (ESS)

GS-06F-0631Z / HSCETC-11-F-00006

Section B
Line Items

Base Period

CLIN	Description	Type
1011	Program Management Support	Firm-Fixed-Price
1021	Network Engineering & Design Services	Cost-Plus-Award-Fee
1022	ODCs – NEDS	Cost-Reimbursement
1023	Travel – NEDS	Cost-Reimbursement
1031	Network Implementation Services	Cost-Plus-Award-Fee
1032	ODCs – NIS	Cost-Reimbursement
1033	Travel – NIS	Cost-Reimbursement
1041	Systems Engineering Services	Cost-Plus-Award-Fee
1042	ODCs – SES	Cost-Reimbursement
1043	Travel – SES	Cost-Reimbursement
1131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
1132	ODCs – NIS (Optional)	Cost-Reimbursement
1133	Travel – NIS (Optional)	Cost-Reimbursement
1141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
1142	ODCs – SES (Optional)	Cost-Reimbursement
1143	Travel – SES (Optional)	Cost-Reimbursement
1500	Award Fee	Not-to-Exceed

Option Period 1

CLIN	Description	Type
2011	Program Management Support	Firm-Fixed-Price
2021	Network Engineering & Design Services	Cost-Plus-Award-Fee
2022	ODCs – NEDS	Cost-Reimbursement
2023	Travel – NEDS	Cost-Reimbursement
2031	Network Implementation Services	Cost-Plus-Award-Fee
2032	ODCs – NIS	Cost-Reimbursement
2033	Travel – NIS	Cost-Reimbursement
2041	Systems Engineering Services	Cost-Plus-Award-Fee
2042	ODCs – SES	Cost-Reimbursement
2043	Travel – SES	Cost-Reimbursement
2131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
2132	ODCs – NIS (Optional)	Cost-Reimbursement
2133	Travel – NIS (Optional)	Cost-Reimbursement
2141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
2142	ODCs – SES (Optional)	Cost-Reimbursement
2143	Travel – SES (Optional)	Cost-Reimbursement
2500	Award Fee	Not-to-Exceed

Option Period 2

CLIN	Description	Type
3011	Program Management Support	Firm-Fixed-Price
3021	Network Engineering & Design Services	Cost-Plus-Award-Fee
3022	ODCs – NEDS	Cost-Reimbursement
3023	Travel – NEDS	Cost-Reimbursement
3031	Network Implementation Services	Cost-Plus-Award-Fee
3032	ODCs – NIS	Cost-Reimbursement
3033	Travel – NIS	Cost-Reimbursement
3041	Systems Engineering Services	Cost-Plus-Award-Fee
3042	ODCs – SES	Cost-Reimbursement
3043	Travel – SES	Cost-Reimbursement

3131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
3132	ODCs – NIS (Optional)	Cost-Reimbursement
3133	Travel – NIS (Optional)	Cost-Reimbursement
3141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
3142	ODCs – SES (Optional)	Cost-Reimbursement
3143	Travel – SES (Optional)	Cost-Reimbursement
3500	Award Fee	Not-to-Exceed

Option Period 3

CLIN	Description	Type
4011	Program Management Support	Firm-Fixed-Price
4021	Network Engineering & Design Services	Cost-Plus-Award-Fee
4022	ODCs – NEDS	Cost-Reimbursement
4023	Travel – NEDS	Cost-Reimbursement
4031	Network Implementation Services	Cost-Plus-Award-Fee
4032	ODCs – NIS	Cost-Reimbursement
4033	Travel – NIS	Cost-Reimbursement
4041	Systems Engineering Services	Cost-Plus-Award-Fee
4042	ODCs – SES	Cost-Reimbursement
4043	Travel – SES	Cost-Reimbursement
4131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
4132	ODCs – NIS (Optional)	Cost-Reimbursement
4133	Travel – NIS (Optional)	Cost-Reimbursement
4141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
4142	ODCs – SES (Optional)	Cost-Reimbursement
4143	Travel – SES (Optional)	Cost-Reimbursement
4500	Award Fee	Not-to-Exceed

Option Period 4

CLIN	Description	Type
5011	Program Management Support	Firm-Fixed-Price
5021	Network Engineering & Design Services	Cost-Plus-Award-Fee
5022	ODCs – NEDS	Cost-Reimbursement
5023	Travel – NEDS	Cost-Reimbursement
5031	Network Implementation Services	Cost-Plus-Award-Fee
5032	ODCs – NIS	Cost-Reimbursement
5033	Travel – NIS	Cost-Reimbursement
5041	Systems Engineering Services	Cost-Plus-Award-Fee
5042	ODCs – SES	Cost-Reimbursement
5043	Travel – SES	Cost-Reimbursement
5131	Network Implementation Services (Optional)	Cost-Plus-Award-Fee
5132	ODCs – NIS (Optional)	Cost-Reimbursement
5133	Travel – NIS (Optional)	Cost-Reimbursement
5141	Systems Engineering Services (Optional)	Cost-Plus-Award-Fee
5142	ODCs – SES (Optional)	Cost-Reimbursement
5143	Travel – SES (Optional)	Cost-Reimbursement
5500	Award Fee	Not-to-Exceed

Section C Statement of Work

Project Title: Engineering Services and Support

Background. The Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) Office of the Chief Information Officer (OCIO) Engineering Division is responsible for providing information technology (IT) engineering services to support the ICE mission. ICE personnel are located at over 600 sites worldwide to support the ICE mission.

The ICE OCIO Engineering Division is composed of the following Program Offices and Branches:

The Disaster Recovery Branch collaborates with other OCIO branches to provide guidance and support in the implementation of current disaster recovery industry best practices. The disaster recovery strategy includes regular exercises to validate recovery capabilities at an alternate site to recover ICE mission critical systems. Incident management and Continuity of Operations planning, exercises, and external support are included in the Disaster Recovery Branch scope.

The Atlas Program Office serves as the principal automation modernization program for the following:

- Improving information sharing across ICE
- Supporting DHS-wide information
- Implementing a series of projects that provide the foundation for a secure Enterprise Architecture (EA)

The Network Engineering Design Branch (NEDB) is responsible for the development of the enterprise network infrastructure and evaluating emerging technologies in the following service areas:

- Network and Video Engineering Services engineers scalable network solutions.
- Infrastructure Engineering Services provides engineering services to ensure ICE's security posture, development of tools for enterprise health monitoring, maintains enterprise directory and messaging solutions, and provides solutions for storage area networks.

The Network Implementation Branch (NIB) collaboratively works with OCIO Divisions to implement a state-of-the-art IT and network infrastructure. The NIB implements standard and specialized IT solutions for ICE's Program Offices to communicate via voice, satellite, broadband, and data and telecom services. The NIB consists of four (4) groups:

- Telecommunication/Data Services Team
- Mission Support Team
- Deployment Team
- Network Integration Team

The Systems Engineering Branch (SEB) SEB is responsible for the design, configuration, testing, implementation, and maintenance of ICE's application hosting infrastructure including hardware and software. The application hosting currently takes place at the Department of Justice (DOJ) and the DHS Data Centers.

The hosted environments consist of Wintel/Linux middle-tier servers, *NIX based servers, mainframe servers, and supporting peripherals for all environments. This requirement includes operating systems and all middleware support responsibilities for ICE enterprise systems.

1.0 Scope

The contractor shall adhere to DHS standards and industry best practices while providing the technical expertise to perform the work detailed in this Statement of Work (SOW). The contractor shall also provide overall program management for the delivery of all engineering services under this requirement. The contractor shall provide experienced personnel to support ongoing and all new Information Technology engineering work including, but not limited to, infrastructure modernization projects, application modernization projects, and any new OCIO directed IT initiatives including disaster recovery activities for those projects or initiatives. Migrations such as physical infrastructure, systems, or platform migration of systems may also be required.

ICE is currently executing a data center migration that will impact the execution of this requirement. The Government anticipates this move to occur within one year of task order award. There may be some limited production infrastructure and operating system support for Linux, AIX, Windows, and mainframe for an indeterminate time.

2.0 Description of Services

The contractor shall:

- Provide experienced personnel to effectively support goals and mission of the Engineering Division and its subordinate Branches and Programs.
- Ensure the seamless transition of Engineering Services from the current contractor within 60 days of award.
- Use ICE email for all email communications and Office Communicator Service for all messaging within ICE.
- Be proficient in Microsoft Office applications including Microsoft Project and Visio.
- Adhere to ICE and DHS change control processes.
- Utilize the ICE Remedy system for all service tickets. Using Remedy, the contractor shall document all technical incidents, outages, problem resolutions, and escalate the problems from initiation through resolution. The Government will provide on-the-job training for ICE-specific Remedy modules as necessary.
- Create and maintain ICE infrastructure diagrams and layouts utilizing Microsoft Visio to represent the as-built environment.
- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines*, which will be provided after contract award.
- Maintain and create Standard Operating Procedure (SOP) documentation for all current and future systems supported.
- All project documentation must be stored on and readily available via ICE SharePoint.
- Respond to Information Technology Service Request (ITSR)/Intake Program by receiving their requirements, develop a design, and develop Rough Orders of Magnitude (ROM)/Bill of Materials (BOM).
- Adhere to ICE and DHS Security Requirements including Authority to Test (ATT), and Authority to Operate (ATO), respond to Plan of Actions & Milestones (POA&M),
- Assist in the preparation of Certification and Accreditation (C&A) documentation, and development of various ad-hoc reports as directed by the Government.
- Provide technical support for the identification, development, and establishment of ICE standards, procedures, and guidelines.
- Update security-related documentation as required.
- Comply with the Systems Lifecycle Management (SLM) process.
- Collaborate with OCIO Disaster Recover (DR) personnel to ensure infrastructure and procedures are in compliance with management recovery point and time objectives.

- Respond to trouble calls and initiate analysis in order to resolve issues as noted in the Severity Level Table.
- Provide weekly reports regarding success in meeting the service level objectives outlined in the Production (Table 1-2) and Non-Production Service Level Objectives Tables (Table 1-3) below.
- Provide Tier 3 Standard problem resolution support. Provide Tier 3 Standard Implementation and Deployment support and backup coverage when the contractor team lead is unavailable. Tier 3 Standard support includes, but is not limited to the following areas: Network Engineering, Network Implementation, Systems Engineering and implementation of problem resolution. The Tier 3 Standard is as follows:

During normal business hours (between 7:00 am to 6:00 pm), the Government requires an immediate response (15 minutes or fewer) and support to: Service Desk, and/or ITFO, and/or Government engineering team lead requests. During all other times, on-call support shall be provided within thirty (30) minutes. Functions requiring 24x7 by 365 coverage will be supported as directed; i.e., by cell phone/BlackBerry (GFE), or email.

In order to resolve issues the contractor shall respond to trouble calls and initiate analysis as noted in Table 1-1. The contractor shall provide problem updates to the ICE Task Manager as directed.

Table 1-1: Severity Level Table

Problem Severity Level	Problem Type	Response Time
Severity Level 1	Application/System down	Within 15 minutes during normal business hours, 30 minutes otherwise
Severity Level 2	Mission critical; business processes delayed	Within 1 hour
Severity Level 3	Non-mission critical; user operations delayed	Within 2 hours
Severity Level 4	User operations unaffected	Next business day

Table 1-2: Production Systems Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	24x7 with scheduled outages	Provided daily
Platform Reliability	Minimum 99.9% uptime for any single month	Provided monthly or upon request
Performance Criteria	System performance remains consistent with design specification	Provided monthly or upon request
Performance Monitoring	When performance does not meet design specification, corrective action is initiated	Provided daily by 06:00 or upon request
Disaster Recovery	As required for Production or by Management Directive	Per event

Table 1-3: Non-Production Service Level Objectives Table

Service Category	Service Level Objective	Reporting Frequency
Availability	18x7 (6:00 am – 12:00 am Eastern Time) with scheduled outages	Provided daily
Platform Reliability	Minimum 99% uptime for any single month	Provided monthly or upon request
Performance Criteria	System performance remains consistent with design specification	Provided monthly or upon request
Performance Monitoring	When performance does not meet design specification, corrective action is initiated	Provided daily by 08:00 or upon request

2.1 Program Management Services

The contractor shall provide a contract Project Lead (PL) to effectively direct and report progress to the Government Branch Directors or Project Managers on all contractor supported activities. As directed by the ICE Contracting Officer's Technical Representative (COTR) or designee, the contractor shall provide a subset of, but not limited to, the following documentation for each project:

- A Rough Order of Magnitude (ROM) for overall cost.
- A work breakdown structure (WBS).
- A project schedule with milestones.
- A Level of Effort (LOE).
- A detailed project charter.
- A project management plan.
- A Bill of Material (BOM).
- A test plan.
- Project tailoring plans to adhere to the ICE System Lifecycle Management (SLM).
- A security Certification and Accreditation (C&A) package.
- An implementation plan.
- A training plan.
- As-built documentation.
- A transition to support plan.
- Lessons learned.
- Reports as requested.
- Project closeout documents.

The contractor shall ensure that a qualified project management team is assigned to provide project management support in accordance with the Project Management Institute, Project Management Body of Knowledge standard. Personnel who will lead projects for the Government shall be PMP certified or may be granted an exception by the Contracting Officer's Technical Representative (COTR) on a case-by-case basis dependent on demonstrated prior experience. The contractor shall provide the following:

- The scheduling of monthly status meetings (to include agendas, meeting minutes, and documented action items).
- Weekly Status Reports.
- Monthly Status Reports.
- Quarterly GFE Inventory Reports.
- Other Direct Cost (ODC) Listing.
- Current employee listing.
- Scheduled deliverables defined in this SOW.
- A briefing on at-risk projects, procedure-and-process compliance, and other items, as requested.

2.2 Network Engineering and Design Branch (NEDB)

2.2.1 Network Engineering Services

The contractor shall provide LAN/WAN engineering design services to support approximately 33,000 users at 600 CONUS and OCONUS locations. This shall include the development of:

- Requirements traceability matrices.
- Design documents.
- As-built documents.
- Test plans.
- Quality assurance plans.
- Implementation plans.

- Implementation coordination.
- Training plans.
- Planning transitions from Network Engineering Services to the Operations Division. This transition planning includes documentation and SLM artifacts.
- Change requests handled in accordance with ICE and DHS standards.
- Recommendations for network enhancements and circuit planning.
- Evaluation of the DHS Network Steward's recommended solutions.

The contractor shall perform the following work to include, but not limited to:

- Manage complex projects with numerous communications components such as routers, switches, packet shapers, firewalls, and performance optimization appliances.
- Design unique and repeatable solutions.
- Configure enterprise network and system management solutions, probes, and other devices used for gathering data on the ICE network and other networks supported by ICE.
- Use performance tools such as OPNET, Compuware, and NetScout to capture and analyze application and circuit utilization data.
- Maintain a GOTS solution: NetGraphs/PREDICT. Documentation shall be provided by the Government after contract award.
- Analyze LAN/WAN traffic flow patterns and application workflow data.
- Perform application profiling from end-users to hosting environment and produce real time performance documentation in the form of written papers on application and network performance.
- Provide network tuning procedures and methods to analyze, resolve, and document performance bottlenecks in the enterprise network and delineate the relationship between the applications and the enterprise network during problem resolution.
- Document user requirements, functional specifications, and prepare Rough Order of Magnitude (ROMs) and Bill of Materials (BOMs) for recommended designs or enhancements.
- Design appropriately sized LANs and WANs based upon documented requirements.
- Design and deploy wireless LANs following industry best practices and federal guidelines.
- Replicate the operating infrastructure baseline for all network, email, and security related services including performance monitoring tools and audit capabilities.
- Implement external network connectivity (extranets), by determining the type, termination point, design protocols, ports, and security needs to align with Information Assurance Division (IAD) requirements.
- Evaluate, test, design, and implement network security tools.
- Document and disseminate lessons learned and current best practices.
- Ensure all new technologies are in alignment with the ICE Architecture and in adherence to the ICE OCIO SLM process.
- Develop analysis that represents the network infrastructure as requested by the Government.
- Develop network performance test plans, conduct performance tests on existing or new applications, document the results, and disseminate results to all applications development teams as required.
- Design networks to minimize latency between ICE field locations and application hosting locations.
- Provide technical oversight of circuit orders to ensure proper sizing and type.
- Respond to Service Desk tickets for all telecommunication services to include, Multiprotocol Label Switching (MPLS), Open Shortest Path First (OSPF), Enhance Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), layer 3 switching, and microwave and laser communications systems.
- Provide Tier 3 Standard support.
- Coordinate with the Network Implementation Branch (NIB) for network connectivity at ICE CONUS and OCONUS locations.

- Maintain standards documentation for LAN designs, including configuration guidelines, standard equipment, and ICE approved exceptions. Maintain the *ICE LAN Standards Guidelines* which will be provided after contract award.
- Develop and maintain an enterprise-wide network performance plan for mission applications planning, development, and performance testing.
- Standardize the initial installation, training, and quality assurance testing for all new projects and/or technologies designed by Network Engineering.

2.2.2 Infrastructure Engineering Services

The contractor shall provide requirements analysis, design of solutions, implementation, and transition services for the following:

- Directory and messaging services.
- Storage Area Network (SAN).
- Operating systems.
- Workstation images.
- E-Discovery Solutions.

In addition, the contractor shall support ongoing design, development, and implementation of comprehensive information security architecture for Sensitive but Unclassified (SBU) information and Law Enforcement Sensitive (LES) information in compliance with DHS and ICE information security architecture. Solutions shall meet ICE mission and operational requirements to protect both SBU and LES information in electronic form and on systems that process, store, and transmit information. Examples of work to be performed include, but are not limited to:

- Design, implement, and support an Active Directory (AD) instance and maintain as required AD sites and services, site links, and replication topologies.
- Support an Exchange 2010 environment in a high availability environment.
- Support a mobile messaging platform across multiple environments running in a high availability configuration.
- Design SAN solutions and server clustering solutions.
- Analyze, test, and after ICE approval, implement emerging technology.
- Design, implement, and maintain AD Domain Name Service (ADDNS) and Windows Internet Naming Standards (WINS).
- Standardize the installation, training, and quality assurance testing for all new Infrastructure Engineering Services projects and/or technologies.
- Manage large, medium, and small/ad-hoc projects per year.
- Ensure effective integration of required security features and compliance with National Institute of Standards and Technology (NIST), DHS/ICE security architecture and hardening guides through coordination with the ICE Information Assurance Division (IAD).
- Provide personnel capable of engineering solutions in response to mandates such as the United States Government Configuration Baseline (USGCB), requirements such as server and host firewalls and intrusion detection and prevention, secure network access control (NAC), and Internet browser configurations.
- Build USGCB compliant images for servers and workstations, which shall receive Architecture Division approval.
- Distribute the approved images as required to field operations staff, vendors and others as directed by the Government.
- Gather requirements to design, engineer, and deploy endpoint firewalls and Intrusion Detection System (IDS)/Intrusion Prevention Systems (IPS).
- Evaluate, test, design, and implement host based security tools for workstations and servers.
- Implement and design auditing and other security-related features or technologies.
- Implement, support and design e-discovery solutions.

- Participate in DHS/ICE working groups on implementing secure remote access solutions.
- Provide support for Homeland Security Presidential Directive-12 (HSPD-12) initiatives, including incorporation of Personal Identity Verification (PIV) login to ICE workstations and servers, support for Single-Sign-On, and for the Entrust Suite of software.
- Support Architecture Division test workstations by ensuring the correct image builds and software is installed. Troubleshoot testing workstations remotely when required.
- Support the build-out and maintain a testing environment for Active Directory, messaging systems, and security systems such as McAfee. Both Enterprise Operations and the Architecture Division will utilize this environment for testing.
- The contractor shall provide support for the COTS products list which include, but are not limited to:
 - BigFix.
 - McAfee (A/V, AntiSpam, HIPS, e-PO).
 - Entrust.
 - EnCase.
 - Microsoft Active Directory.
 - Microsoft Exchange 2010.
 - Microsoft Windows 7 and Windows Server.
 - Microsoft SQL Server 2005 and 2008.
 - Symantec Enterprise Vault.
 - BoxTone.
 - GOOD Mobile Messaging.
 - HBGary Federal.
 - NetApp NAS and SANs.
 - Quest Active Roles and Intrust Applications.
 - WinMagic.
 - ClearWell E-Discovery Platform.

2.3 Network Implementation Branch (NIB)

The Network Implementation Branch (NIB) is responsible for implementing the network infrastructure designed by the Network Engineering Design Branch. The contractor shall support the following areas for the Network Implementation Branch: mission support, deployment, telecommunications and data services, and circuit order logistics.

2.3.1 Reserved.

2.3.2 Network Integration Services

The contractor shall provide support to approved IT Service Requests from the Contracting Officer's Technical Representative (COTR). These requests include, but are not limited to office relocations, provisioning new facilities, renovations, and/or expansion of existing facilities. The contractor will be responsible for (performing these) deployments (in a timely manner).

The contractor shall analyze and define the overall IT requirement for the site including equipment, cabling, circuits, logistics, deployment, and track each approved project to completion.

The Project Lead responsibilities shall include, but are not limited to:

- Work collaboratively with NEDB to ensure that proposed designs will meet client requirements.
- Ensure effective communications and collaboration with the ICE Office of Asset Management through weekly meeting and project status reporting.
- Execute a site survey (if required) to obtain site specific data
- Prepare needs analysis documents.
- Report planned and completed travel.

- Track all deployment related costs using ICE supplied standard templates.
- Maintain the master project schedule.
- Prepare requests for wide area network connectivity to new sites, site upgrades, or site relocations.
- Prepare procurement requisitions for equipment, determine equipment delivery schedules, and track equipment warranty coverage.
- Communicate with field points of contact and IT Field Operations (ITFO) to advise them of equipment orders, delivery schedules, and planned installation dates.
- Maintain current site address and contact information for all sites using a Government provided template.
- Provide client feedback survey metrics using a client satisfaction survey instrument provided by ICE.
- Report schedule variances/jeopardies.

2.3.3 Deployment

The Deployment Team implements and installs IT hardware and software. Deployments include new installations, equipment upgrades, equipment relocations, and other related IT deployments. The Government will assign an Information Technology Service Request (ITSR) number to each deployment request.

The contractor shall support all aspects of IT hardware deployment with personnel experienced with workstations, laptops, network printers, operating systems software, servers, network switches, and routers. Specialized peripherals such as fingerprint scanners must also be supported. The contractor shall:

- Install and test only ICE approved LAN infrastructure.
- Upon notification, dispatch technical personnel to the operational location to perform installations, relocations, or infrastructure upgrades.
- Provide support for ICE program offices located in facilities worldwide.

Support services shall include, but are not limited to:

- Install and test new servers, switches, routers, end-user computers, network printers, wireless access points, external hard drives, fax servers, document scanners, and other peripheral equipment as well as operating systems software.
- Design cabling and provide network schematics to support voice, video, wireless, and data requirements.
- Ensure access to government mainframe computers.
- Document network configurations and inventories.

Deployment activities will frequently extend into evenings and weekends. In cases where support and services occur during “off-hours”, the contractor shall obtain approval from the ICE Task Manager or designee, and the COTR prior to initiating the assignment. The actual hours worked must be reported to the ICE Task Manager and COTR within two business days of completing the assignment.

2.3.4 Voice Communications and Data Services Team

The contractor shall:

- Provide Tier 3 Standard support for voice communications regardless of location.
- Resolve trouble tickets assigned by the ICE Service Desk.
- Perform voice communications hardware and software installations.
- Cross-connect wiring as needed.

- Coordinate with ICE OCIO approved communications vendors when authorized, on behalf of the local field office director and OCIO.
- Perform installation and relocation requests in accordance with ICE move/add/change processes and procedures.
- Support enterprise-wide communications system maintenance and trouble calls, which include, but are not limited to voicemail reset, number changes, and remote equipment inquiries.
- Use Government-furnished remote management tools.
- Administer local ICE communications applications.
- Perform all required back up and restoration functions for data residing on ICE voice communications systems
- Develop processes, procedures, and documentation required for voice network administration.

The contractor shall provide personnel capable of:

- Maintaining legacy Private Branch Exchange (PBX) systems from Avaya/Nortel.
- Maintaining emerging systems such as VoIP.
- Ensuring appropriate fundamental configuration, capacity planning and design, of voice communications system.
- Programming and maintenance of the voice switch, voice mail system, auto attendant systems, call management system, and traffic monitoring system.
- Executing traffic analysis studies to ensure the telecommunications system operates at peak performance with minimal blocking of calls (P.01 or better grade of service) within the switch and to locations outside of the switch.
- Training end-users on the operation and use of telecommunication features.
- Interfacing with telecommunications vendors, architects, cabling vendors and electrical vendors on new or expanded voice telecommunications systems to ensure all infrastructure, transport facilities, space requirements for equipment, and electrical power requirements are documented and installed on schedule.

2.3.5 Circuit Order Logistics Support

The Circuit Order Logistics Team is responsible for initiating orders for data circuits, mobile/PDA services with the Network vendors, tracking orders, and submitting service cancellations. The contractor shall:

- Prepare wireless and audio conference orders, all telecommunications service orders and perform inventory validation.
- Perform invoice verification and reconciliation.
- Develop, enter, coordinate, and approve routing of circuit orders.
- Coordinate orders with the requesting Designated Agency Representative (DAR), circuit provider, and site representative.
- Track status of circuit orders and cancellations via Government and or vendor tracking systems.
- Enter capacity, location, and carrier data into the Government owned Tracking System and distribute for engineering/management review.
- Request price quotes on all data and voice circuits and equipment.
- Resolve trouble calls received from various stakeholders (Network Operations Center, Video Telecommunications, Information Technology Field Operations, etc.).
- Respond to vendor service clarification requests.
- Request Telecommunication Service Priority (TSP) codes for restoration and provisioning.
- Maintain the telecommunications tracking system database with information on all data, telecommunications services, cellular, satellite and PDAs.
- Monitor Government owned and Vendor Portals for the accuracy of provisioning and decommissioning circuit orders and telecommunications services on a daily basis.
- Transfer and/or reconcile any current circuit tracking data to/from government owned tracking systems and the Vendor Portals as these order-tracking systems evolve.

- Identify and support resolution of discrepancies in the legacy ICE network invoices.
- Support circuit upgrades, relocations, and new site installations.
- Reconcile the carrier-provided invoices against the Government owned or vendor order tracking system, resolve discrepancies contained on the network invoice, and process pre-payment information.
- Validate all telecommunications billing from GSAMORRIS, GSATOPS, Network Information Management System and any other Government or vendor owned systems, and all other applicable invoices.

2.4 Systems Engineering Branch (SEB)

2.4.1 Lab Engineering Services

The contractor shall provide lab engineering services and provide all required maintenance to complete requirements analysis, solution design, and implementation in support of, but not limited to applications, infrastructure, desktops, and server image development. The contractor shall perform work to include, but not limited to:

- Administer and maintain test labs that support development testing and Architecture Assurance Branch testing activities, systems acceptance testing, systems security testing, interoperability testing, performance testing, simulation and modeling, and application tuning. Lab environments must mimic production environments and be certified by the developers.
- Support ICE ITSIR/Intake Program requests.
- Address requests for new application releases and builds in support of Architecture Division performance testing, functional testing, and interoperability testing.
- Support the use of custom test scripts, test automation tools, and infrastructure problem analyses and resolution.
- Evaluate and test hardware and software products prior to integration and implementation.
- Recommend solutions to streamline software testing.
- Provide Tier 3 Standard Lab Engineering Services support.

2.4.2 Systems Engineering Infrastructure Security Support

The contractor shall provide Security Engineering services as required. The contractor shall work closely with infrastructure and systems engineers as well as database and systems administrators to ensure the security of the application hosting infrastructure. Coordination with Information Assurance Division and Information Technology Project Managers (ITPM) is required. Knowledge of the Trusted Agent FISMA (TAF) tool is necessary. The contractor shall coordinate with the Security Operations Center (SOC) to perform security scans on the infrastructure. The contractor shall remain current in new security technologies.

2.4.3 Multi-Platform Operating System and Middleware Support

The contractor shall provide technical expertise to perform systems engineering or systems administration for operating platforms to include, but not limited to:

- Mainframe.
- *NIX (UNIX or AIX (IBM's version of UNIX)).
- Red Hat Linux and Windows.
- High Availability Cluster Multiprocessing (HACMP).

Technical personnel shall provide administration of middleware products to include, but not limited to:

- Oracle and Oracle associated products.
- Microsoft SQL Server and associated products.
- Informatica.

- IDMS.
- Hyperion.
- Essbase.
- IBM WebSphere and associated products.

Technical personnel shall be capable of:

- Evaluating, advising, designing, configuring, implementing, optimizing, and maintaining the operating systems and middleware including or similar to that listed above on development, test, training, and production systems.
- Solving operational problems involving operating systems software, design, and implementation.
- Monitoring operating system software and middleware performance.
- Coordinating OS upgrades, maintenance, and testing with Data Center staff or performing the upgrades where applicable following appropriate configuration management practices.
- Administering web-based, client-server and/or host-based applications.
- Creating startup/shutdown procedures for all production and database servers.
- Creating Disaster Recovery (DR) procedures for data, applications, and server images.
- Supporting the Customer Information Control System/Remote Online Print Executive System (CICS/ROPES).
- Applying maintenance, upgrades, and enhancements.
- Supporting ICE organizations owning COTS products and in-house application systems which run on the enterprise infrastructure.

2.4.4 Database Administration Support

The contractor shall provide database administration, database migrations, and database maintenance support for all ICE applications and other databases as determined by the Government. Support includes all database administration activities required to provide accessible, secure, scalable, and reliable databases, and interconnects for ICE. Support for the following shall include, but is not limited to:

- *NIX/Oracle, Mainframe IDMS, and MS SQL Server databases and their structures.
- Maintain or create storage allocation, backup, recovery, and replication procedures.
- Evolution of ICE *NIX systems in view of technological advances.
- System platform migration.
- Establishment and maintenance of IBM WebSphere MQ Series queues.
- Methods of maintaining database system integrity and security.
- Administration and support of Storage Area Networks (SANs) such as Hitachi, NetAPP, EMC, and IBM as required.
- Administration of backup, restoration, and replication software such as Tivoli Storage Manager (TSM), Oracle Data Guard, or other current technology as required.
- Tracking of vendor maintenance and support agreements.
- User ID provisioning for all production and database servers.
- Provide support for IBM WebSphere MQ Series databases.
- Performance monitoring and tuning.
- Participating in application design reviews.
- Implementation and production support for database technology enhancements.
- Maintaining Oracle Name Server (ONS) or its equivalent.
- Collaborate with OCIO Disaster Recovery (DR) personnel to ensure all infrastructure and procedures are in place to perform recoveries within the recovery point and time objectives.
- Creation and maintenance of standard operating procedures for all data base platforms as required.
- Database design reviews, performance monitoring, and performance tuning.
- Follow Federal Server security and hardening requirements and solutions and implement ICE standards.

- Implementation and support for Oracle Cluster Ready Services as required.
- Support for migrating database software from current ICE versions.

2.4.5 Multi-Platform System Administration/Capacity Planning

The contractor shall provide expert knowledge in capacity planning of servers, storage, and network. The contractor shall provide:

- Analysis of ICE preliminary system design plans.
- Analysis of workload projections.
- Quarterly Capacity Planning Reports.
- Monitoring and reporting of server capacity and systems usage.
- Notice of insufficient storage or server capacity with sufficient time for the Government to conduct a procurement.

2.4.6 Testing

The contractor shall configure environments and support all aspects of user acceptance testing, functional acceptance testing, database testing, installation testing, configuration/compatibility testing, and performance load and stress testing.

2.4.7 Multi-Platform Storage Management and Control

The contractor personnel shall demonstrate knowledge of principles of storage management, including procedures and rules for related storage management systems and backup and recovery systems in support of mainframe, UNIX, and Windows storage. The contractor shall:

- Provide management and control of the DHS assigned Storage Devices at the Data Centers used by ICE.
- Use automated storage managers such as IBM's Data Facility System Managed Storage (DFSMS) and Data Facility Hierarchical Storage Management (DFHSM) to manage and control the disk space in an efficient and effective manner.
- Respond to requests for disk storage space, maintain the integrity of DHS datasets, maintain files and database backup and recovery procedures, perform disaster/recovery support, and monitor storage usage.

2.4.8 Applications Hosting Services

The contractor shall provide the support necessary to manage projects, review products, and design, document, secure, engineer, maintain, improve, and manage the ICE web-hosting environment infrastructure.

The contractor shall support the activities associated with hosting web-based Internet and intranet applications and websites on an Enterprise level.

2.4.8.1 Web Infrastructure Services

The contractor shall provide support to the web-application above the operating system level. The contractor shall be responsible for maintaining operational status of the Web Application in production, training, disaster recovery, and non-production environments. Current web/application entities include but not are limited to e-Gov (ICE specific Web based internal and external applications) Intranet/Shared Application Cluster/Isolated Application Clusters. The contractor shall:

- Work in conjunction with the Enterprise Operations group to meet all SLA and Service Desk issued Remedy tickets.

- Provide ongoing administration, monitoring, and technical support for the infrastructure.
- Provide a problem update to the ICE Task Manager as directed. The contractor shall review and analyze all production logs as part of their daily administrative routines and/or as requested per the ICE Task Manager.
- Establish and document processes for managing these environments along with automating processes where feasible utilizing Government supplied versioning tools.
- Back up volatile data on a daily basis and test the restoration of data quarterly.
- Perform analyses giving labor, cost, and time estimates for scheduled maintenance tasks. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Make recommendations and perform analyses giving labor, cost, and time estimates for design or configuration changes to the web-hosting environment focusing on providing a high availability (99.99%) platform. Analyses shall be completed and approved by the ICE Task Manager prior to start of each task.
- Provide non-production infrastructure services required to support the Alternate Web Hosting Platform environment (IBM WebSphere Application Server running on Red Hat Linux, *NIX, WebSphere Process Server, IBM Datapower devices), to include supporting a high availability, secure, reliable, scalable, IBM WebSphere-based suite of applications solution that will support web-based/delivered e-Gov and Intranet applications.

2.4.8.2 Web Application Hosting and Integration Services

The contractor shall:

- Maintain the *Standards and Guidelines for ICE Internet/Intranet Web Services Reference*.
- Document, design, configure, test, implement, and maintain an infrastructure to provide a standardized hosting environment for ICE's web-based applications and websites (both intranet and public facing) and maintain them making them available to project development teams to ensure web-based applications are developed according to ICE standards.
- Perform code reviews to ensure hosted applications comply with coding standards outlined in the Standards.
- Create Test Problem Reports within Serena Tracker (or its successor) for issues identified in code reviews.
- Provide ongoing management, monitoring, and technical hosting support for all web-based applications within this infrastructure. The current environment consists of various VB, J2EE, ASP, DHTML, XML, and HTML software, along with service-oriented architecture (SOA) components and various in-house developed and COTS application packages. The J2EE platforms currently consist of IBM WebSphere products and Caucho Resin.
- Participate in Integrated Project Teams (IPT) to discuss standards, guidelines, and best practices for development and deployment of web-based applications.
- Retrieve new versions of application software from Version Manager (or its successor), load new/upgraded web-based applications into the applicable hosting environment, and ensure application interfaces are functioning, and automate as necessary. Interfaces may be between applications internal to ICE or with other DHS or non-DHS components.
- Provide problem updates to the ICE Task Manager as directed.
- Analyze all production logs as part of the daily administrative routines and/or requested by the ICE Task Manager.
- Travel to perform the functions necessary to configure/upgrade the production or contingency site, as necessary.

2.4.8.3 SharePoint

The contractor shall provide all standard middleware support to include, but not limited to:

- Determine Simple Mail Transfer Protocol (SMTP) requirements and configurations.

- Defining firewall port requirements, defining Kerberos cross-forest functionality and configuration/interoperability requirements, the testing of current and future Active Directory trusts, implementation and testing of mail enabled connectors.
- Identify farm level considerations such as the following:
 - Define Shared Service Provider configuration and delegation.
 - Provide input for the SharePoint governance document.
 - Build server operating system images.
 - Load and configure ICE's current version of MS SQL Server
 - Load and configure Microsoft Office SharePoint Server (MOSS) on Web front end and Index servers.
 - Configure all farm topology settings.
 - Configure server services.
 - Configure inbound and outbound email settings.
 - Create Shared Service Providers, web applications, and site collections.
 - Configure InfoPath forms and Excel Calculation services.
 - Configure Profile Imports, farm level security, and farm level quotas.
 - Load admin site templates into SharePoint sites.
 - Load and configure Office Communication server and integrate it with the MOSS environment.
- Maintain production and non-production environments which consist of the following activities:
 - Manage all SQL Content, Configuration, and Search databases.
 - Run transaction log backups to truncate logs.
 - Create new content databases as needed.
 - Create maintenance schedule for databases.
 - Mirror data to disaster recovery sites.
 - Patch the MS SQL Server and MOSS environments per ICE's security baseline.
 - Manage the SharePoint farm.
 - Perform all farm level administrative tasks.
 - Performance monitoring.
 - Manage, create, deletion, backup and restore site collections.
 - Resolve farm and server level helpdesk requests.
 - Manage quotas.

2.5 Optional Services

The Government shall continually monitor and evaluate the dynamic needs of the ICE engineering services with respect to current and future projected workload. The contractor shall be prepared to adjust to the dynamic needs of the Government in an efficient and timely manner.

The Government shall implement increases (and decreases) in workload via task order modification. The Government anticipates that the work required under optional services (optional CLINs) could be equal to that of the base services (base CLINs).

The Government's projected workload may be influenced by financial, political, and/or U.S. Government priorities, regulations, and objectives.

Section E
Inspection and Acceptance

Clauses incorporated by reference:

52.246-4 Inspection of Services – Fixed-Price (AUG 96)

52.246-5 Inspection of Services – Cost-Reimbursement (APR 84)

Section F
Performance Period and Deliverables

The period of performance is five (5) years with a one-year base period and four (4) one-year option periods.

Deliverables Matrix:

#	DESCRIPTION	FREQUENCY	DUE BY	DISTRIBUTION
1	Weekly Task Order Status Report	Weekly	COB Wed.	COTR and Task Manager
2	Quarterly GFE Inventory	Quarterly	COB the 15 th of the next month	COTR
3	Monthly ODC	Monthly	With Invoice	COTR and Task Manager
4	Filled Labor Category Positions	As Required but at least monthly	With Invoice	COTR and Task Manager
5	Task Order Status	Monthly	With Invoice	COTR and Task Manager
6	Quarterly Capacity Planning Reports	Quarterly	COB the 15 th of the next month	COTR and Task Manager
7	Systems Administration Reports	Weekly	COB Wed.	COTR and Task Manager
8	Infrastructure Diagrams, Documentation, and Configuration	Within 90 days of contract award	90 Days after contract award	COTR and Task Manager
9	Database Administration Reports	Weekly	COB Wed.	COTR and Task Manager
10	OCIO Project and Activity Reporting	Monthly	COB the 15 th of the next month	COTR and Task Manager
11	Application Hosting Services Reports	Weekly	COB Wed.	COTR and Task Manager

Section G
Contract Administration Data

Contracting Officer

(b)(6),(b)(7)(C)

202-732-1 (b)(6)

Contract Specialist

(b)(6),(b)(7)(C)

202-732-1 (b)(6)

Contracting Officer's Technical Representative