

ORDER FORM

SUPPLIES OR SERVICES

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IMPORTANT: Mark all packages and papers with contract or order numbers.

1 DATE OF ORDER
06/29/2007

2 CONTRACT NO. (if any)
HSHQDC-06-D-00026

6. SHIP TO

3 ORDER NO.
HSCEOP-07-J-00537

4 REQUISITION/REFERENCE NO.

a NAME OF CONSIGNEE
ICE Chief Information Officer

5 ISSUING OFFICE (Address correspondence to)
ICE/Information Technology/Services
Immigration and Customs Enforcement
Office of Acquisition Management
425 I Street NW, Suite 2208
Washington DC 20536

b STREET ADDRESS
Immigration and Customs Enforcement
801 I Street, NW
Suite 700

c CITY
Washington

d STATE
DC

e ZIP CODE
20536

7. TO:

f. SHIP VIA

a NAME OF CONTRACTOR
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

b. COMPANY NAME

c STREET ADDRESS
10260 CAMPUS POINT DRIVE
MAIL STOP G2

8. TYPE OF ORDER

a PURCHASE
REFERENCE YOUR:

b DELIVERY

Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated:

Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

d. CITY
SAN DIEGO

e STATE
CA

f ZIP CODE
921211578

9. ACCOUNTING AND APPROPRIATION DATA
See Attachment A (Sheets 1-3)

10. REQUISITIONING OFFICE
ICE Chief Information Officer

11 BUSINESS CLASSIFICATION (Check appropriate box(es))

a SMALL b OTHER THAN SMALL c DISADVANTAGED
 d WOMEN-OWNED e HUBZone f EMERGING SMALL BUSINESS

g. SERVICE-DISABLED VET/PAN-OWNED

12 FOB POINT
Destination

13 PLACE OF

14 GOVERNMENT ENTITY

15 DELIVER TO (FOB Point)
ON OR OFF SITE (Date)
Multiple

16 DISCOUNT TERMS

a INSPECTION
Destination

b ACCEPTANCE
Destination

(b)(4)

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Tax ID Number: 95-3630868 DUNS Number: 054781240 1. The contractor shall provide United States Immigration and Customs Enforcement Information Support Services in accordance with the attached Statement Of Work and Continued ...					

18. SHIPPING POINT

19. GROSS SHIPPING WEIGHT

20. INVOICE NO.

21. MAIL INVOICE TO

a. NAME
Immigration Customs Enforcement

\$25,804,782.00

17(h) TOTAL
(Cont. pages)

b. STREET ADDRESS
(or P.O. Box)
ICE
801 I Street, NW, Suite 600
Attn: Thomas Terrell

17(i) GRAND TOTAL

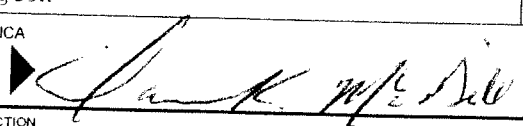
c CITY
Washington

d STATE
DC

e ZIP CODE
20536

\$25,804,782.00

22. UNITED STATES OF AMERICA
BY (Signature)



23. NAME (Typed)
Damon K. McGill
TITLE. CONTRACTING/ORDERING OFFICER

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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CONTRACT NO.

06/29/2007

HSHQDC-06-D-00026

ORDER NO.

HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>supporting documentation. The contractor's proposal dated March 26, 2007 is hereby incorporated by reference. Solicitation Task Order (TO) Tracking Number HSCEOP-07-Q-00011 is also incorporated by reference.</p> <p>2. All Contract Line Item Number (CLIN) amounts are in accordance with the attached Science Applications International Corporation "TO Tracking Number:0063, Section 2 - Pricing."</p>					
0001	<p>ICE Network Operations Center (NOC) total value \$1,654,714.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008</p>				0.00	
000101	<p>ICE Network Operations Center (NOC) General OCIO funding Delivery: 365 Days After Award</p>				1,353,330.00	
000102	<p>ICE Network Operations Center (NOC) 287(g) Program Funding Delivery: 365 Days After Award</p>				301,384.00	
0002	<p>ICE Security Operations Center (SOC) total value \$1,476,169.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008</p>				0.00	
000201	<p>ICE Security Operations Center (SOC) General OCIO funding Delivery: 365 Days After Award</p>				1,207,305.00	
000202	<p>ICE Security Operations Center (SOC) 287(g) Program Funding Delivery: 365 Days After Award Continued ...</p>				268,864.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

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DATE OF ORDER 06/29/2007	CONTRACT NO. HSHQDC-06-D-00026	ORDER NO. HSCEOP-07-J-00537
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
0003	ICE Computer Security Incident Response Center (CSIRC) total value \$786,803.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000301	ICE Computer Security Incident Response Center (CSIRC) General OCIO funding Delivery: 365 Days After Award				643,497.00	
000302	ICE Computer Security Incident Response Center (CSIRC) 287(g) Program Funding Delivery: 365 Days After Award				143,306.00	
0004	Password Issuance and Control System (PICS) total value \$507,804.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000401	Password Issuance and Control System (PICS) General OCIO funding Delivery: 365 Days After Award				415,314.00	
000402	Password Issuance and Control System (PICS) 287(g) Program Funding Delivery: 365 Days After Award				92,490.00	
0005	ICE Help Desk total value \$2,992,467.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000501	ICE Help Desk General OCIO funding Delivery: 365 Days After Award				2,447,429.00	
000502	ICE Help Desk 287(g) Program Funding Delivery: 365 Days After Award				545,038.00	
0006	ICE Enterprise Operations Center (EOC) Continued ...				0.00	

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HSHQDC-06-D-00026

ORDER NO.
HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Tools Group total value \$439,426.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008					
000601	ICE Enterprise Operations Center (EOC) Tools Group General OCIO funding Delivery: 365 Days After Award				359,390.00	
000602	ICE Enterprise Operations Center (EOC) Tools Group 287(g) Program Funding Delivery: 365 Days After Award				80,036.00	
0007	Hardware Maintenance total value \$359,959.00 Award Type: Firm Fixed Price Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000701	Hardware Maintenance General OCIO funding Delivery: 365 Days After Award Period of Performance: 06/29/2007 to 06/28/2008				294,397.00	
000702	Hardware Maintenance 287(g) Program Funding Delivery: 365 Days After Award Period of Performance: 06/29/2007 to 06/28/2008				65,562.00	
0008	Depot Maintenance total value \$81,241.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000801	Depot Maintenance General OCIO funding Delivery: 365 Days After Award				66,444.00	
000802	Depot Maintenance 287(g) Program Funding Delivery: 365 Days After Award Continued ...				14,797.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
0009	ICE Directory Services and Messaging Management total value \$997,420.00 Award Type: Time-and-materials Delivery: 365 Days After Award Period of Performance: 06/29/2007 to 06/28/2008				0.00	
000901	ICE Directory Services and Messaging Management General OCIO funding Delivery: 365 Days After Award				815,753.00	
000902	ICE Directory Services and Messaging Management 287(g) Program Funding Delivery: 365 Days After Award				181,667.00	
.0010	ICE Computer Operations (Remote) total value \$606,635.00 Award Type: Firm Fixed Price Period of Performance: 06/29/2007 to 06/28/2008				0.00	
001001	ICE Computer Operations (Remote) General OCIO funding Delivery: 365 Days After Award Period of Performance: 06/29/2007 to 06/28/2008				496,145.00	
001002	ICE Computer Operations (Remote) 287(g) Program Funding Delivery: 365 Days After Award Period of Performance: 06/29/2007 to 06/28/2008				110,490.00	
0011	ICE Field Operations total value \$15,327,144.00 Award Type: Time-and-materials Period of Performance: 06/29/2007 to 06/28/2008				0.00	
001101	ICE Field Operations General OCIO funding Continued ...					

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SCHEDULE - CONTINUATION**

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DATE OF ORDER 06/29/2007 CONTRACT NO. HSHQDC-06-D-00026

ORDER NO
HSCEOP-07-J-00537

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Delivery: 365 Days After Award				12,535,507.00	
001102	ICE Field Operations 287(g) Program Funding				2,791,637.00	
	Delivery: 365 Days After Award					
0012	Other Direct Cost (ODCs) total value \$73,805.00				0.00	
	Award Type: Cost					
	Total Estimated Cost: \$0.00					
	Period of Performance: 06/29/2007 to 06/28/2008					
001201	Other Direct Cost (ODCs) General OCIO funding				60,362.00	
	Delivery: 365 Days After Award					
001202	Other Direct Cost (ODCs) 287(g) Program Funding				13,443.00	
	Delivery: 365 Days After Award					
0013	Travel total value \$501,195.00				0.00	
	Award Type: Cost					
	Total Estimated Cost: \$0.00					
	Period of Performance: 06/29/2007 to 06/28/2008					
001301	Travel General OCIO funding				409,909.00	
	Delivery: 365 Days After Award					
001302	Travel 287(g) Program Funding				91,286.00	
	Delivery: 365 Days After Award					
0101	ICE Network Operations Center (NOC) Option Year One total value \$ 2,113,205.00				0.00	
	Award Type: Time-and-materials					
	Amount: \$2,113,205.00 (Option Line Item)					
	06/28/2008					
	Continued ...					

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DATE OF ORDER
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CONTRACT NO.
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HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Delivery: 365 Days After Award Period of Performance: 06/29/2008 to 06/28/2009					
010101	ICE Network Operations Center (NOC) Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
	Delivery: 365 Days After Award					
010102	ICE Network Operations Center (NOC) Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
	Delivery: 365 Days After Award					
0102	ICE Security Operations Center (SOC) Option Year One total value \$ 2,024,453.00 Award Type: Time-and-materials Amount: \$2,024,453.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
010201	ICE Security Operations Center (SOC) Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
010202	ICE Security Operations Center (SOC) Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
	Delivery: 365 Days After Award					
0103	ICE Computer Security Incident Response Center (CSIRC) Option Year One total value \$ 902,543.00 Award Type: Time-and-materials Amount: \$902,543.00 (Option Line Item) Continued ...				0.00	

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DATE OF ORDER 06/29/2007 CONTRACT NO. HSHQDC-06-D-00026

ORDER NO. HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
010301	06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009 ICE Computer Security Incident Response Center (CSIRC) Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
010302	ICE Computer Security Incident Response Center (CSIRC) Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0104	Password Issuance and Control System (PICS) Option Year One total value \$ 696,221.00 Award Type: Time-and-materials Amount: \$696,221.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
010401	Password Issuance and Control System (PICS) Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008				0.00	
010402	Password Issuance and Control System (PICS) Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0105	ICE Help Desk Option Year One total value \$ 3,939,102.00 Award Type: Time-and-materials Amount: \$3,939,102.00 (Option Line Item) 06/28/2008 Continued ...				0.00	

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DATE OF ORDER 06/29/2007 CONTRACT NO. HSHQDC-06-D-00026

ORDER NO. HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Period of Performance: 06/29/2008 to 06/28/2009					
010501	ICE Help Desk One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
010502	ICE Help Desk One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0106	ICE Enterprise Operations Center (EOC) Tools Group Option Year One total value \$588,692.00 Award Type: Time-and-materials Amount: \$588,692.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
010601	ICE Enterprise Operations Center (EOC) Tools Group Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
010602	ICE Enterprise Operations Center (EOC) Tools Group Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0107	Hardware Maintenance Option Year One total value \$493,461.00 Award Type: Firm Fixed Price Amount: \$493,461.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to Continued ...				0.00	

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DATE OF ORDER 06/29/2007	CONTRACT NO. HSHQDC-06-D-00026	ORDER NO. HSCEOP-07-J-00537
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
010701	06/28/2009 Hardware Maintenance Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award Period of Performance: 06/29/2008 to 06/28/2009				0.00	
010702	Hardware Maintenance Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award Period of Performance: 06/29/2008 to 06/28/2009				0.00	
0108	Depot Maintenance Option Year One total value \$ 83,678.00 Award Type: Time-and-materials Amount: \$83,678.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
010801	Depot Maintenance Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
010802	Depot Maintenance Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0109	ICE Directory Services and Messaging Management Option Year One total value \$ 1,366,978.00 Award Type: Time-and-materials Continued ...				0.00	

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DATE OF ORDER
06/29/2007

CONTRACT NO.
HSHQDC-06-D-00026

ORDER NO.
HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Amount: \$1,366,978.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009					
010901	ICE Directory Services and Messaging Management Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
010902	ICE Directory Services and Messaging Management Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0110	ICE Computer Operations (Remote) Option Year One total value \$ 831,319.00 Award Type: Firm Fixed Price Amount: \$831,319.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
011001	ICE Computer Operations (Remote) Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award Period of Performance: 06/29/2008 to 06/28/2009				0.00	
011002	ICE Computer Operations (Remote) Option Year One One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award Period of Performance: 06/29/2008 to Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	06/28/2009					
0111	ICE Field Operations Option Year One total value \$ 16,386,934.00 Award Type: Time-and-materials Amount: \$16,386,934.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
011101	ICE Field Operations Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
011102	ICE Field Operations Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0112	Other Direct Cost (ODCs) Option Year One total value \$ 75,974.00 Award Type: Cost Total Estimated Cost: \$75,974.00 Amount: \$75,974.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
011201	Other Direct Cost (ODCs) Option Year One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
011202	Other Direct Cost (ODCs) Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Delivery: 365 Days After Award					
0113	Travel Option Year One total value \$ 516,230.00 Award Type: Cost Total Estimated Cost: \$516,230.00 Amount: \$516,230.00 (Option Line Item) 06/28/2008 Period of Performance: 06/29/2008 to 06/28/2009				0.00	
011301	Travel Option Year One One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
011302	Travel Option Year One 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award				0.00	
0201	ICE Network Operations Center (NOC) Option Year Two total value \$ 2,115,102.00 Award Type: Time-and-materials Amount: \$2,115,102.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020102	ICE Network Operations Center (NOC) Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020101	ICE Network Operations Center (NOC) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Delivery: 365 Days After Award					
0202	ICE Security Operations Center (SOC) Option Year Two total value \$ 2,086,104.00 Award Type: Time-and-materials Amount: \$2,086,104.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020201	ICE Security Operations Center (SOC) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020202	ICE Security Operations Center (SOC) Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0203	ICE Computer Security Incident Response Center (CSIRC) Option Year Two total value \$ 932,499.00 Award Type: Time-and-materials Amount: \$932,499.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020301	ICE Computer Security Incident Response Center (CSIRC) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020302	ICE Computer Security Incident Response Center (CSIRC) Option Year Two 287(g) Program Funding Continued ...				0.00	

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DATE OF ORDER 06/29/2007 CONTRACT NO. HSHQDC-06-D-00026

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award					
0204	Password Issuance and Control System (PICS) Option Year Two total value \$ 717,293.00 Award Type: Time-and-materials Amount: \$717,293.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020401	Password Issuance and Control System (PICS) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020402	Password Issuance and Control System (PICS) Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0205	ICE Help Desk Option Year Two total value \$ 3,743,223.00 Award Type: Time-and-materials Amount: \$3,743,223.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020501	ICE Help Desk Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020502	ICE Help Desk Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) Continued ...				0.00	

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CONTRACT NO.
HSHQDC-06-D-00026

ORDER NO.
HSCEOP-07-J-00537

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	06/28/2009 Delivery: 365 Days After Award					
0206	ICE Enterprise Operations Center (EOC) Tools Group Option Year Two total value \$ 606,006.00 Award Type: Time-and-materials Amount: \$606,006.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020601	ICE Help Desk Option Year Two One General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020602	ICE Help Desk Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0207	Hardware Maintenance Option Year Two total value \$508,471.00 Award Type: Firm Fixed Price Amount: \$508,471.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020701	Hardware Maintenance Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020702	Hardware Maintenance Option Year Two 287(g) Program Funding Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award Period of Performance: 06/29/2009 to 06/28/2010					
0208	Depot Maintenance Option Year Two total value \$ 86,188.00 Award Type: Time-and-materials Amount: \$86,188.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020801	Hardware Maintenance Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
020802	Hardware Maintenance Option Year Two 287 (g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0209	ICE Directory Services and Messaging Management Option Year Two total value \$ 1,408,397.00 Award Type: Time-and-materials Amount: \$1,408,397.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
020901	ICE Directory Services and Messaging Management Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
020902	ICE Directory Services and Messaging Management Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0210	ICE Computer Operations (Remote) Option Year Two total value \$ 856,355.00 Award Type: Firm Fixed Price Amount: \$856,355.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
021001	ICE Computer Operations (Remote) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award Period of Performance: 06/29/2009 to 06/28/2010				0.00	
021002	ICE Computer Operations (Remote) Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award Period of Performance: 06/29/2009 to 06/28/2010				0.00	
0211	ICE Field Operations Option Year Two total value \$16,043,933.00 Award Type: Time-and-materials Amount: \$16,043,933.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
021101	ICE Field Operations Option Year Two General OCIO funding Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award					
021102	ICE Field Operations Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0212	Other Direct Cost (ODCs) Option Year Two total value \$ 75,974.00 Award Type: Cost Total Estimated Cost: \$75,974.00 Amount: \$75,974.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
021201	Other Direct Cost (ODCs) Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
021202	Other Direct Cost (ODCs) Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009 Delivery: 365 Days After Award				0.00	
0213	Travel Option Year Two total value \$ 531,717.00 Award Type: Cost Total Estimated Cost: \$531,717.00 Amount: \$531,717.00 (Option Line Item) 06/28/2009 Period of Performance: 06/29/2009 to 06/28/2010				0.00	
021301	Travel Option Year Two General OCIO funding Amount: \$0.00 (Option Line Item) Continued ...				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
021302	<p>06/28/2009</p> <p>Delivery: 365 Days After Award</p> <p>Travel Option Year Two 287(g) Program Funding Amount: \$0.00 (Option Line Item) 06/28/2009</p> <p>Delivery: 365 Days After Award</p> <p>3. SECTION G - CONTRACT ADMINISTRATION DATA</p> <p>G-1 SUBMISSION OF INVOICES - SINGLE PAYMENT OFFICE OPO G-1</p> <p>Original invoices shall be sent to the address identified in block 21 of the form Optional Form 347 (Attention Thomas Terrell). The invoice must contain the (1) contract number or blanket purchase agreement as applicable, (2) order number, (3) applicable contract line item number(s). The invoice must comply with the payment clause in this award document to be considered a proper invoice. (End)</p> <p>G-2 CONTRACTING OFFICERS - TECHNICAL REPRESENTATIVE OPO G-6</p> <p>The Contracting Officer may designate a Technical Representative (COTR) to assist in monitoring the work under this contract. The COTR is responsible for the technical administration of the contract and technical liaison with the Contractor. The COTR IS NOT authorized to change the scope of work or specifications as stated in the contract and in any Task Order, to make any commitments or otherwise obligate the Government or authorize any changes which affect the contract price, delivery schedule, period of performance, or other terms or conditions.</p> <p>The Contracting Officer is the only Continued ...</p>				0.00	

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>individual who can legally commit or obligate the Government for the expenditure of public funds. The technical administration of this contract shall not be construed to authorize the revision of the terms and conditions of this contract and any Task Orders issued. The Contracting Officer shall authorize any such revision in writing. (End)</p> <p>4. SECTION H SPECIAL CONTRACTING REQUIREMENTS</p> <p>SECURITY REQUIREMENTS</p> <p>GENERAL The Department of Homeland Security (DHS) has determined that performance of the task as described herein requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor) access classified National Security Information (herein known as classified information). Classified information is Government information which requires protection in accordance with Executive Order 12958, Classified National Security Information, and supplementing directives.</p> <p>This clause applies to the extent that this contract involves access to classified information.</p> <p>The Contractor shall comply with:</p> <p>(1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DOD 5220.22-M); and</p> <p>(2) Any revisions to that manual, notice of which has been furnished to the Contractor. (a) If, subsequent to the date of this contract, the security classification or</p> <p>Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.</p> <p>(b) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.</p> <p>The Contractor will abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, included in the contract, and the National Industrial Security Program Operating Manual (NISPOM) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a DHS or other Government Facility, it will abide by the requirements set by the agency.</p> <p>SUITABILITY DETERMINATION DHS shall have and 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 entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by 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. Contract employees assigned to the contract not needing access to sensitive DHS information or recurring access to DHS facilities will not be subject to security suitability screening.</p> <p>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 OPR-PSU. Prospective Contractor employees with adequate security clearances issued by the Defense Industrial Security Clearance Office (DISCO) may not be required to submit complete security packages, as the clearance issued by DISCO Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>may be accepted. Prospective Contractor employees without adequate security clearances issued by DISCO shall submit the following completed forms to the OPR-PSU through the COTR, no less than 35 days before the starting date of the contract or 35 days prior to the expected entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:</p> <ol style="list-style-type: none"> 1. Standard Form 86, Questionnaire for National Security Positions 2. FD Form 258, Fingerprint Card (2 copies) 3. Foreign National Relatives or Associates Statement 4. DHS 11000-9, Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act 5. Drug Questionnaire 6. Alcohol Questionnaire <p>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.</p> <p>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.</p> <p>Continued ...</p>					

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ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>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, development of, or maintenance to any DHS IT system.</p> <p>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.</p> <p>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.</p> <p>The OPR-PSU may require reinvestigations when derogatory information is received and/or every 5 years.</p> <p>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.</p> <p>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 employee's name and social security number, along with the Continued ...</p>					

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	<p>adverse information being reported.</p> <p>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.</p> <p>EMPLOYMENT ELIGIBILITY 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.</p> <p>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.</p> <p>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. Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>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.</p> <p>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.</p> <p>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.. 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).</p> <p>Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>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.</p> <p>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.</p> <p>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).</p> <p>5. SECTION I - CONTRACT CLAUSES</p> <p>52.204-2 Security Requirements. (AUG 1996)</p> <p>52.207-3 Right of First Refusal of Employment. (MAY 2006)</p> <p>Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>52.217-7 Option for Increased Quantity - Separately Priced Line Item. (MAR 1989)</p> <p>The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, 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 60 days. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.</p> <p>(End of clause)</p>					
	<p>52.217-8 Option to Extend Services. (NOV 1999)</p> <p>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 60 days.</p> <p>(End of clause)</p>					
	<p>52.217-9 Option to Extend the Term of the Contract. (MAR 2000)</p> <p>(a) The Government may extend the term of this contract by written notice to the Contractor within 15 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>expires. The preliminary notice does not commit the Government to an extension.</p> <p>(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.</p> <p>(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 42 months.</p> <p>(End of clause)</p> <p>52.225-13 Restrictions on Certain Foreign Purchases. (FEB 2006)</p> <p>52.232-18 Availability of Funds. (APR 1984)</p> <p>52.233-1 Disputes. (JUL 2002) - Alternate I (DEC 1991)</p> <p>52.233-3 Protest after Award. (AUG 1996)</p> <p>3052.215-70 Key personnel or facilities. (DEC 2003)</p> <p>3052.209-72 Organizational conflicts of interest</p> <p>6. SECTION J - List of Documents, Exhibits and Other Attachments</p> <p>(1) Statement of Work</p> <p>(2) ICE Site List</p> <p>(3) Field Operational Areas Map</p> <p>Continued ...</p>					

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>(4) ODC Approval Form</p> <p>(5) Travel Authorization Approval Form</p> <p>(6) Statement of Work Glossary</p> <p>7. The lines of accounting listed below shall only be used in support of Item numbers 000102, 000202, 000302, 000402, 000502, 000602, 000702, 000802, 000902, 001002, 001102, 001202 and 001302:</p> <p>(b)(2)Low</p> <p>\$600,000.00 and (b)(2)Low</p> <p>(b)(2)Low</p> <p>(b)(2)Low \$4,100,000.00 (See Attachment A sheet number 2 in the amount of \$4,700,000.00)</p> <p>8. The total funded amount of this order is \$25,804,782.00. The total value of this task order including the one base and two one year options is \$ 85,534,834.00.</p> <p>The total amount of award: \$85,534,834.00. The obligation for this award is shown in box 17(i).</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

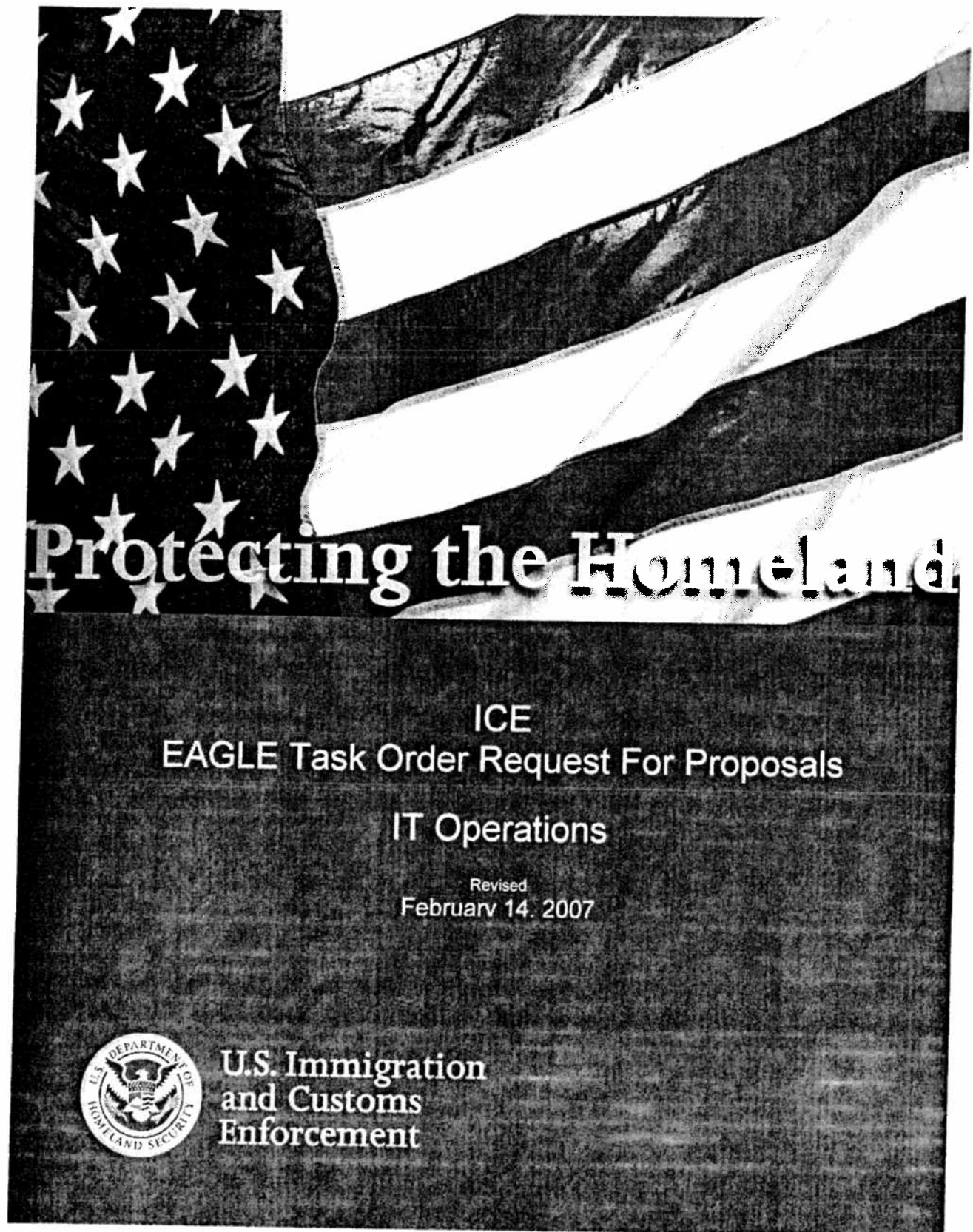


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EAGLE Task Order Statement of Work
ICE IT Operations Support

(1) PROJECT TITLE: ICE IT OPERATIONS SUPPORT

(2) BACKGROUND:

The Office of the Chief Information Officer (OCIO), US Immigration & Customs Enforcement (ICE) provides IT Support Services for more than 19,000 end users at more than 550 sites worldwide to support the mission of the following offices:

1. Office of Investigations (OI)
2. Federal Protective Service (FPS)
3. Office of the Principal Legal Advisor (OPLA)
4. Detention and Removal Operations (DRO)
5. Office of Intelligence (Intel), administrative support programs
6. Additional special projects.

This requirement is for IT support services in two (2) principal areas to be delivered both enterprise-wide and worldwide as noted below:

1. Enterprise Operations Center (EOC)
2. Field Operations

The Contractor shall provide direct support using Government furnished circuits, hardware, software and other IT assets. The Government is providing guidance for staffing levels within the task areas and will encourage vendors to propose best practice solutions and continuous process improvement strategies as a part of their solution. The ICE Chief Information Officer will assign federal managers to oversee various Task Areas and Sub-Tasks of this Task Order.

Figure 1: Operational Requirements And Present Location Of The EOC:

	NOC	SOC	CSIRC	PICS	EOC Tools Support Group	ICE Help Desk	HW Maint. Support	Computer Operations
Current Location	Lafayette, CO	Lafayette, CO	901 F St. NW, DC	801 I St. NW, DC	N/A	Lafayette, CO		425 I St. NW, DC
Current Back-Up Location	Newport News, VA	Newport News, VA	N/A	N/A	N/A		N/A	
New Place of Performance	EOC	EOC	EOC	Gov. Facility Washington, DC	N/A	EOC	TBD	New EOC
New Hot Back-up	Hot Back-Up	Hot Back-Up	N/A	N/A	N/A	Hot Back-Up	N/A	
Hours of Operation	24x7, 365	24x7, 365	24x7, 365	8x5	N/A	24x7, 365	6am – 8pm	24x7, 365
Suggested Staffing	20-28	9-16	6-12	4-8	3-6	48-66	4-7	16-22
PPM*	N/A	N/A	N/A	N/A	N/A	N/A	24X7, 365	

REHABILITATION ACT OF 1998 SECTION 508 COMPLIANCE



EAGLE Task Order Statement of Work
ICE IT Operations Support

Section 508 of the Rehabilitation Act (as amended) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology it must be accessible to Federal employees (and members of the general public) with disabilities comparable that provided for non-disabled employees. By submitting a bid or offer in response to this solicitation, the contractor affirms that the products or services to be provided are in compliance with the Section 508 Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) as specified in the SOW or in the technical specifications, as a minimum.

The Section 508 EIT Accessibility Standards are not applicable to the tasks contained in this statement of work, except where listed below. Vendors shall provide information regarding how identified Section 508 EIT Accessibility Standards will be met for the sub-tasks. Note: B.2.2.10 is intended only as “break/fix” maintenance therefore Section 508 does not apply.

For all “help desk” services, the Section 508 EIT Accessibility Standard (§1194.41 (c)) applies. The specific standard states: Support services for products shall accommodate the communication needs of end-users with disabilities. This is applicable for task A.7 - Help Desk.

The Section 508 EIT Accessibility Standards for Web-based Intranet and Internet Information and Applications (§1194.22 (a-l)) and Software Applications and Operating Systems (§1194.21 (a-p)) may be applicable to any Web sites or applications delivered under this task order. Vendors shall provide information about how such Web sites or applications will meet these EIT Accessibility Standards. This is applicable for the integrated web site or application for – A.1.4 PICS Administration.

INVOICING

The Government has very specific requirements for invoicing associate with ICE budgeting and accounting requirements. To aid the contractor in formulating its proposal, the Government is including Attachment 14 of a sample format and instructions.

(3) SCOPE:

The Contractor shall provide IT Support services in support of ICE IT operations. The Government will not consider proposals for managed IT services or seat management and the Government intends to retain ownership and control of hardware, software and other IT assets.

This SOW is being developed to include performance objectives as opposed to a total shift to performance-based contracting. ICE is providing guidance for staffing levels within the task areas. The Government expects vendors to propose best practice solutions in order to obtain efficient and effective staffing levels. During the course of this task order, the Government expects to manage to performance objectives in coordination with the contractor.

A primary consideration for ICE OCIO in developing this SOW was to align work performed with a new Government management and budgetary organization. The Contractor shall develop task order management proposals that align with this operational structure. Figure 2 on page 5, illustrates such a possible alignment. While this is presented as an example to aid the Contractor, the Government expects the Contractor to propose its own solution.

TASK ORDER MANAGEMENT



EAGLE Task Order Statement of Work
ICE IT Operations Support

The Contractor shall propose a Project Manager and project management staff that will disseminate policy, prepare and distribute schedules, monitor Contractor activities, advise Government personnel of the status of projects, and prepare deliverables. The Government shall approve the Contractor's proposed key staff. Given the dynamic environment within ICE, the Contractor shall closely monitor tasks and provide advanced notification of any deviation from budget, schedule, or resources.

This project management staff shall be responsible for the delivery and coordination of all deliverables defined in Section (6) of this Statement Of Work.



EAGLE Task Order Statement of Work
ICE IT Operations Support

EAGLE Operations Task Order
Government – Contractor Alignment

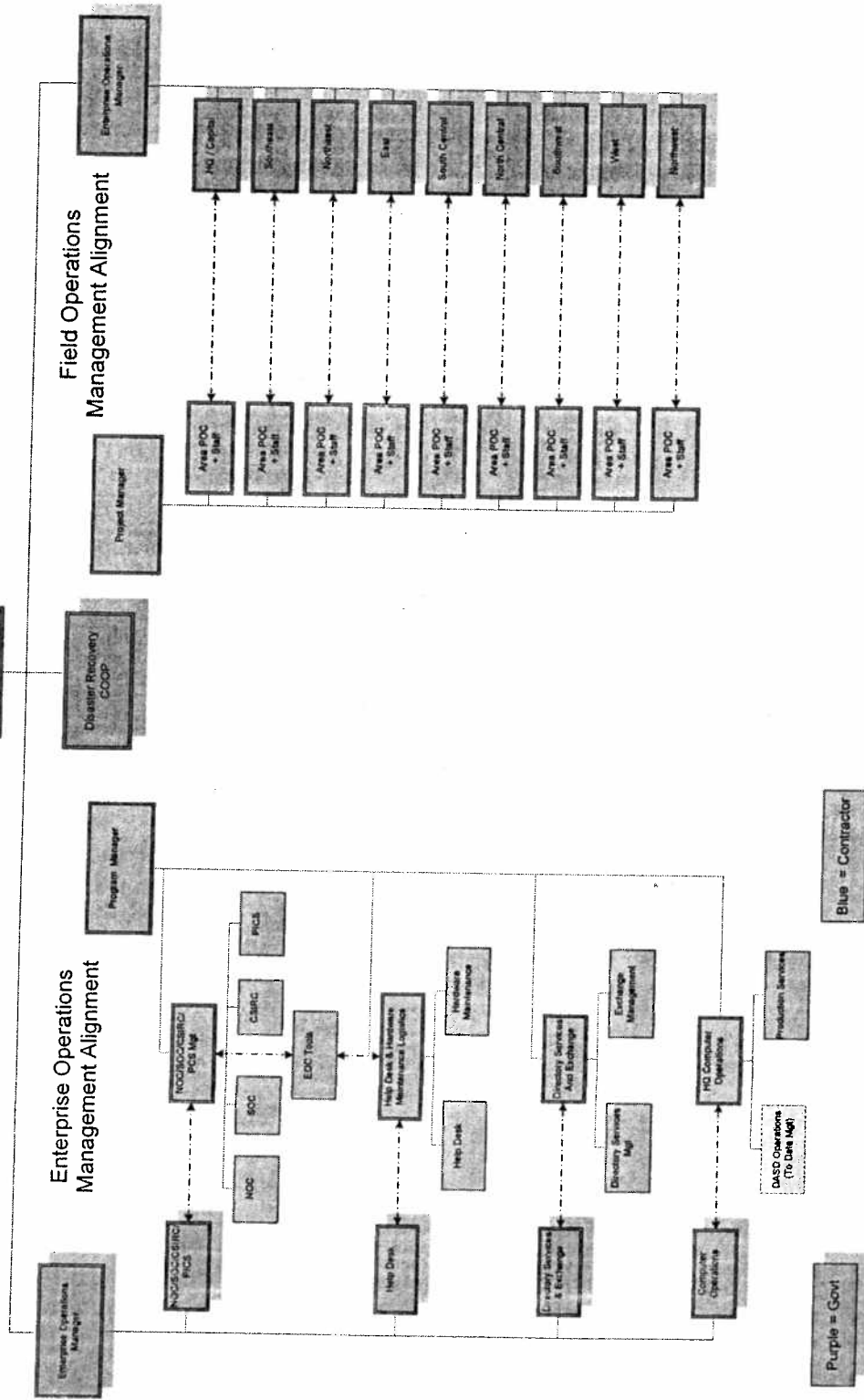


FIGURE 2. EXAMPLE OF ORGANIZATIONAL ALIGNMENT BETWEEN ICE OCIO AND CONTRACTOR



CONTRACT PROJECT MANAGEMENT SITE VISIT AUTHORIZATION

The Project Manager and other senior management shall receive advance approval for all visits to ICE locations and offices from the Government Task Manager. Under normal circumstances, two weeks' notice shall be required.

GUIDANCE FOR PERFORMANCE OBJECTIVES

The Government's goal is to move to performance-based contracting in follow-on actions, characterized by incentives based on Service Level Agreements (SLAs.) Current contract vehicles are not performance based, so the Government seeks to develop a strong baseline for SLAs through the use of performance objectives in this task order.

A.1 SERVICE LEVELS

The ICE Operations Support requires the Contractor to resolve trouble tickets expeditiously and to ensure full documentation in the BMC Software, Inc.'s BMC Remedy Action Request System.

The Government does not consider a service request to be truly resolved just because a service ticket has been classified as CLOSED or RESOLVED in the Remedy Help Desk database. Resolution means that the service request has been satisfied or the error or condition has been returned to normal. If neither outcome occurred, both the end user and ICE Field Operations Task Management must document that the Contractor was not able to complete the request for supportable reasons.

The Contractor shall not be responsible for resolving service requests that have been assigned to other support organizations within ICE, other DHS components or elsewhere. The ICE Help Desk is specifically tasked with monitoring service requests assigned to such "Third Tier" organizations, but the end user of Field Operations task management may require the Field Operations support staff to monitor them as well.

If assigned to Field Operations Support by another organization the "clock will start" with receipt of the assigned ticket by Field Operations staff. For tickets returned to Field Operations after action by other 2nd or 3rd Tier support groups, the clock will start upon ticket assignment. The Government acknowledges that work schedules may experience a few delays between the time an organization assigns a ticket and the time the Field Office Operations contractor receives the ticket and tracks its Remedy status to WORK IN PROGRESS.

Current ICE Help Desk and Field Operations procedures have contractor support staff resolve Remedy tickets and contractor supervisory staff review Remedy tickets to make the final disposition on them. For those categories subject to performance objectives and possible conversion to SLAs in future task orders, the Government will sample CLOSED tickets to ensure that they were resolved successfully, or if not resolved successfully, that the reason for the final disposition was supportable. In evaluating these samples, the Government will place a high value on the customer satisfaction of end users.



A.2 MINIMUM PERFORMANCE OBJECTIVES AND PERFORMANCE STANDARDS

The following sections outline the Government’s requirements for service level and performance standards within specific defined areas. Figure 3 is provided as a summary of the minimum service levels required under the contract.

Figure 3: Minimum Service Level Requirements

Response Times

Function	Immediately Upon Receipt	1-Hour	4-Hour	8-Hour	Escalation Time Frame/Reassign Ticket	Contractor Proposed
Security Incidents	X				2 hours	
“Site-Down” data communications incidents exclusive of HW failures and circuit provider issues		X				
PC/Laptop Access		X				
Local Network Login Access			X			
Server Down exclusive of HW failure from time or arrival on-site or time of remote access			X			
Restore on-site local & network printing exclusive of HW repair			X			
Data Communication System problem (in conjunctions with NOC)			X			
Resolve desktop-level error messages			X			
PC outages related to software or operating systems.				X		
Re-imaging and data migration to replacement PCs.				X		

A.3 SECURITY INCIDENTS

Because IT Security incidents threaten ICE operations and the national security, the initial response to an incident shall be immediate upon receipt of notification. The Contractor shall begin an intervention to resolve the incident, or escalate the ticket and reassign it within two hours. Where local support staff has retained responsibility for resolution of a security incident, it shall be resolved within four hours.

A.4 ONE-HOUR RESOLUTION/ESCALATION FROM RECEIPT OF REQUEST

The following are service requirements that shall be completed within one hour of receipt. If the service requirement cannot be resolved within one hour, it must be escalated to the next service level – whether provided under this task order or not – within one hour. The Contractor may propose additional categories of service under this provision.

1. “Site-Down” data communications incidents exclusive of hardware failures and circuit provider issues.



2. PC/Laptop Access.
3. Local Network Login Access.

A.5 FOUR-HOUR RESOLUTION/ESCALATION FROM RECEIPT OF REQUEST

The Contractor shall resolve the following types of situations within four continuous hours. If the service requirement cannot be resolved within one hour, it must be escalated to the next service level – whether provided under this task order or not – within four hours. In cases where the repair activity extends beyond the local close of business, the Contractor shall obtain overtime authorization. The Contractor may propose additional categories of service under this provision.

1. Server Down exclusive of hardware failure from time of arrival on-site or time of remote access.
2. Restore on-site local and network printing exclusive of hardware repair.
3. Data Communication System problem (in conjunction with the Network Operations Center).
4. Resolve desktop-level error messages.

A.6 EIGHT-HOUR RESOLUTION/ESCALATION FROM RECEIPT OF REQUEST

Eight-hour resolution shall apply from arrival on-site. Completion of this requirement may be affected by overtime authorization requirements and the eight-hour period may be split between two working days.

TASK AREA A. PC outages related to software or operating systems.

TASK AREA B. Re-imaging and data migration to replacement PCs. This does not apply to personal software as it is not allowed on Government equipment.

A.7 HELP DESK PERFORMANCE CRITERIA

The ICE Help Desk is the front end to IT Support within Immigration and Customs Enforcement. Therefore, the Government places a high level of emphasis on performance and professionalism at its Help Desk. The following are minimum service levels:

1. Time to answer: 95% of calls answered within an average response time of 15 seconds. No more than 5% in excess of 45 seconds.
2. Percentage of abandoned calls not to exceed 5% of all Help Desk tickets.
3. Resolve or reassign 100% of all calls within 20 minutes on first call.
4. Report status of unresolved tickets to the originator at least once every 24 hours.
5. Automated Help Desk Satisfaction Remedy Surveys must meet a minimum average of 5 out of a possible 7. A sample of the automated survey is included in the TORP Background CD. The BMC Remedy Action Request system automatically generates and e-mails this survey when each ticket is closed out.

The Contractor shall develop processes and procedures using ICE-supplied Enterprise tools to increase first-call resolution percentages within overall approved staffing.

A.8 ESCALATION

Escalation is the process for informing management of IT support conditions and for transferring responsibility for resolution to those internal or external organizations with the required skills or resources. In the case of service requests under this task order that are subject to performance objectives or interagency agreements between the OCIO and other offices or DHS Components, the Contractor shall not escalate or reassign service requests merely to meet performance objectives. The Government will evaluate the quantity and rationale on returned tickets in its sampling of tickets issued.

The following table reflects current criticality and escalation requirements.

Classification Code	Impact on ICE Users	Example(s)	Assignee User Call Back	Maximum Resolution Time	Escalation Procedures
Problem	1-Critical	Site down with no redundancy or mission critical system is unavailable	30 minutes	4 hours	Requires immediate notification. A critical issue requires continuous focus of management and support team until resolved or reclassified to a lower level. Help Desk will notify the Customer Service Team Leader or Technical Manager
Problem	2-Priority	Executive staff adversely affected; site running on secondary connection; multiple users affected by problem but not unable to perform all work functions.	1 hour	4 hours	Help Desk will notify the Customer Service Team Leader or Technical Manager about tickets pertaining to "Hot List" users.
Problem	3-Standard	Single user problem; minor inconvenience to user base; local printing problem with other available network printers	Best effort	Best Effort	Problem resolution follows normal defined process for standard ticket.
Service Request	1-Priority	Multiple users or site with need for immediate service	One Hour	4 hours	
Service	2-	Single user service	Best	As	



Classification Code	Impact on ICE Users	Example(s)	Assignee User Call Back	Maximum Resolution Time	Escalation Procedures
Request	Standard	request	Effort	scheduled	

Figure 4: Criticality and Escalation

REPORTING REQUIREMENTS

A.9 GENERAL REQUIREMENTS

The Contractor shall submit all deliverables timely and in the format specified. All deliverables shall be current, accurate and complete, free of errors in spelling and grammar. With the exception of formal deliverables in draft form, the Contractor shall make any and all work products available to Government task managers upon request. Samples of deliverables attached in compressed format (Attachment 9).

Specific requirements are:

1. If the Contractor discovers errors in content after delivery, it shall notify the Government.
2. If the Government discovers errors in content after delivery, it shall notify the Contractor.
3. The Government will have sole discretion to require an errata sheet or file or to require the contractor to submit a corrected deliverable.
4. Electronic files must bear filenames that clearly reflect the title of the deliverables.
5. All information contained in deliverables will become the sole property of the Government and, except for cases pre-negotiated with and approved by the Government, the Government shall have the right to reproduce and distribute the documents.
6. Should deliverables include patent, intellectual property, financial, personal or other information that the Contractor believes is proprietary or otherwise restricted, the Contractor shall inform the government before delivery. Upon delivery, such documents, or portions thereof, shall be marked as "PROPRIETARY DATA" as applicable.
7. The presence of proprietary or personal information in a deliverable shall not affect the Government's right to distribute the remainder of the deliverable as its own property.
8. ICE will accept or reject deliverables by 30 days after delivery. If rejected, the Contractor shall make corrections as specified and resubmit the deliverable for review and approval.

REPORTING REQUIREMENTS

The ICE CIO and senior managers require immediate daily briefing on operational matters. The contract project managers for Field Operations and Enterprise Operations along with senior managers (including the Field Operations area points of contact (POC), the POC for NOC/SOC/CSIRC/PICS; Help Desk and Hardware Maintenance Logistics; Directory Services & Exchange Management, and HQ Computer Operations, shall be required to hold a stand up meeting at 7:30 a.m. each business day. ICE task order management may choose to sit in or call in to these stand-up meetings.

This team will develop a flash status report on critical activities for the past 24 hours and provide a briefing by 8:15 a.m. to each corresponding Federal Task Manager. Weekend and holiday reporting will be based on established escalation policies and summarized the morning of the next business day.



Project managers will report weekly on the status of the performance objectives. This report shall be included in weekly and monthly status reports.

WORK PRODUCT OWNERSHIP AND DATA TRANSPARENCY

The Contractor shall provide direct support using Government Furnished circuits, hardware, software and other IT assets. All work products are the property of the Government. The Contractor shall report situations that affect the mission of ICE in its status reports. With the exception of formal deliverables in draft form, the Contractor shall make any and all work products available to the Government task managers upon request. Draft copies shall be clearly marked as drafts.

(4) APPLICABLE DOCUMENTS:

EAGLE Contracts (various)

DHS EAGLE Ordering Guide

The Federal Acquisition Regulation (FAR)

The Homeland Security Acquisition Regulation (HSAR)

The Homeland Security Acquisition Manual (HSAM)

(5) SPECIFIC TASKS:

TASK AREA A: ENTERPRISE OPERATIONS

The Contractor shall provide management and technical personnel sufficient to support the ICE OCIO Enterprise Operations Branch. The tasks require cleared personnel who handle sensitive data and systems. The Contractor shall be responsible for staffing an Enterprise Operations Center (EOC). The subtasks within the EOC are briefly described below.

- **NOC/SOC/CSIRC/PICS**

These activities are managed as a unified operations center with specific functional requirements. The Contractor shall manage this unified operations center to execute the following requirements and to obtain operational synergies:

- o The ICE Network Operations Center (NOC) constantly monitors circuits, Wide Area Network (WAN) and Local Area Network (LAN) equipment. The ICE NOC coordinates with the DHS NOC operated by US Customs and Border Protection (CBP) as the DHS wide-area network steward. The ICE-CBP NOC Center-to-Center Agreement is included as Attachment 5. The Government is providing a listing of ICE WAN-connect sites as Attachment 12.
- o The Security Operations Center (SOC) monitors intrusion detection devices on the network identifies any viruses introduced into the network, alerts management of any security violations and coordinates with the DHS SOC operated by CBP as the DHS steward. The ICE-CBP SOC Center-to-Center Agreement is included in Attachment 5.
- o The Computer Security Incident Response Center (CSIRC) conducts vulnerability assessments; prepares reports to management on security violations, threats, and remedial actions taken and coordinates with the DHS CSIRC.

- o Password Issuance and Control System (PICS) support including administration of the Computer Associates Top Secret tool.
- Help Desk and Hardware Maintenance Logistics Center
 - o The Help Desk including call center, first-call resolution and some Second Tier support.
 - o The ICE Hardware Maintenance program including administration, vendor coordination and parts acquisition and dispatch for warranty and non-warranty maintenance
- An EOC Tools Group to support and optimize the IT tools systems used by the EOC. ICE is optimizing its tool set and hopes to consolidate both systems and platforms. This group will serve both NOC/SOC/CSIRC/PICS and the ICE Help Desk.
- Directory Services and Messaging Management comprised of:
 - o Enterprise-level management for the ICE Active Directory and Novell Directory Services/eDirectory as ICE transitions from Novell to Active Directory.
 - o Enterprise-level Microsoft Exchange management
- Computer Operations Support including:
 - o Mainframe system monitoring
 - o DASD storage administration

A.1 NOC/SOC/CSIRC/PICS

A.1.1 NETWORK OPERATIONS CENTER

The Network Operations Center provides data communications monitoring in concert with the DHS network steward, US Customs and Border Protection, to ensure WAN connectivity and end-to-end diagnostic support. Attachment 3 Workload by Site provides workload statistics based on the Remedy Ticket Count for a defined period of performance. The Contractor shall provide all necessary support for NOC services 24x7, 365 days a year, and provide the necessary support to monitor and evaluate the performance of the LAN/WAN including supervision, management, technical, and administrative support.

ICE is in the process of transitioning from ICEnet (an ATM/frame relay network) to DHS ONEnet, an MPLS network managed by US Customs and Border Protection (CBP) as the DHS steward. The Government expects the migration to ONEnet to be complete by the effective date of this task order. The Contractor shall work with the ONEnet steward when required but shall not be responsible for designing, engineering or completing the migration. The incumbent contractor provides NOC services at an existing facility, located at Lafayette CO with a “hot” backup site at Newport News VA for continuity of operations. The design is for rapid fail-over to the “hot” backup site to provide uninterrupted operations. The Contractor shall transition NOC operations from the existing facilities to the future location of the EOC and hot site.

The Contractor shall provide experienced personnel to operate and maintain a full suite of Government-provided network management tools to automate and improve device monitoring, problem identification, problem resolution, performance analysis, and configuration management. The network management tools include, but are not limited to the following:

1. Proactive Net
2. Cisco Works
3. Compuware Suite for Routed WANs and LAN Management
4. HP Open View Network Node Manager, and
5. Cisco Secure ACS.

The Contractor shall also provide support and assistance for changes to the NOC tool set which is currently under re-evaluation. The Contractor may be required to transition to new tools to be provided by the Government.

A.1.1.1 NOC REPORTING REQUIREMENTS

The Contractor shall prepare and submit the reports listed below. In addition, the Contractor shall prepare ad hoc reports at the ICE Task Manager's request. Examples of ad hoc reports are standard operating procedures, issue papers, and root cause analysis.

1. Daily network outage report.
2. Weekly trend analysis tracking any degradation of service, chronic problems, and problem resolution.
3. Performance management reports (To be included in Deliverable 1, the daily outage report.)
4. New network installations and cancellations (To be included in Deliverable 1, the daily outage report.)

A.1.1.2 DUTIES DURING THE ICENET – ONENET TRANSITION

While it is anticipated that the transition from ICENet to ONENet will be complete by the date that NOC operations will transition to this task order, the Contractor shall be prepared to manage, troubleshoot and resolve Wide Area Network problems on remaining portions of ICENet. The Government will keep the Contractor apprised of the status of the ICENet – ONENet transition.

A.1.1.3 REQUIREMENTS UNDER DHS ONENET

The Offeror shall be required to provide management, supervisory and line operations to meet the following requirements under DHS ONENet:

1. Monitor and report on the ONENet WAN using read-only access to circuits and devices provided by the ONENet steward. This function is not intended to duplicate ONENet NOC functions but rather to provide ICE OCIO management with early warning and performance information.
2. Monitor, troubleshoot and resolve LAN problems to the switch level
3. Change requests for LAN devices and switch port security
4. Switch software upgrades and patches
5. Monitor ICE – DHS ONENet Center-to-Center Agreement performance under DHS WAN steward. The ICE NOC will have read access to ONENet WAN circuits and devices.
6. Measure LAN operation and usage, and generate reports as needed.
7. The contractor shall support the ICE Operations Division and the Government task manager in the development of new LAN administration policies, procedures and documentation.
8. The Contractor shall provide ad-hoc reports on sites, geographic areas, or devices with recurring problems using NOC tools. The Contractor may be required to generate similar reports from the Remedy database.

A.1.1.4 NOC STAFFING REQUIREMENTS



The Contractor shall refresh the technical skills of its staff at its own expense as the ICE architecture and technical reference model evolve. Training and associated travel costs shall not be directly charged to the Government.

The contractor shall propose its staffing plan to provide continuous NOC services 24x7, 365. The contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach, potential variations in workload.

A.1.1.5 NOC SECURITY REFERENCES

The NOC shall be subject to DHS Management Directive No. 4300 B Sensitive Systems Handbook, Section 4.10.1 Security Incident and Violation Handling and Section 5.4.2, Network Security Monitoring

A.1.1.6 BMC REMEDY ACTION REQUEST SYSTEM

The Contractor shall enter trouble tickets in Remedy for all network outages and incidents of degraded network performance. When the problem has been resolved, the Contractor shall document the resolution of the problem in the BMC Remedy Action Request System.

The Contractor will perform the required management of LAN/WAN probes. The Contractor shall work in concert with the network engineering team and others to assist with application performance issue resolution. In addition, the Contractor shall keep informed of new LAN/WAN designs or installations and evaluate any and all impact that they may have on the network. The Contractor shall identify performance issues, create a BMC Remedy Action Request System ticket, and route the ticket to the Network Engineering Branch.

A.1.2 SECURITY OPERATIONS CENTER (SOC)

The SOC provides data communications monitoring in concert with the DHS ONEnet steward, to ensure end-to-end diagnostic support. The SOC manages the day-to-day operational activities from a security perspective. The ICE SOC will coordinate with the DHS SOC to which it is subordinate. ICE has an established set of Network Security tools that the Government is reevaluating. The contractor may be required to assist in this evaluation. The Government will furnish the hardware and software that comprise these tools to the Contractor. The Contractor shall transition SOC operations from the existing facilities to the new EOC and new hot backup site.

A.1.2.1 STAFFING

The contractor shall propose staffing to provide continuous SOC services 24 hours daily, 365 days annually. The contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach, including potential variations in workload.

Attachment 3 (Workload by Site) and Attachments 1 and 2 (Site Map and Site List) provide detailed information including sites, routers, switches, and other network-managed equipment and systems in service with operational statistics.

A.1.2.2 NETWORK AND HOST-BASED VULNERABILITY SCANNING

Specific Contractor responsibilities shall include:

1. Develop a vulnerability scan schedule that takes the site/system Certification and Accreditation (C&A) schedule into account and optimizes resource and funding utilization
2. Conduct announced scheduled vulnerability scans on ICE IT Infrastructure as coordinated with the Information Systems Security Manager (ISSM)/Information Systems Security Officer (ISSO); the appropriate designated accrediting authority official, computer system security officers and systems/LAN administrators
3. Prepare and maintain vulnerability scan reports for all scheduled vulnerability scans. Coordinate with the OISSM and the ISSO to ensure vulnerabilities are entered into Trusted Agent FISMA
4. Track reports on mitigation efforts

A.1.2.3 NETWORK AND HOST-BASED INTRUSION DETECTION AND PREVENTION

The objective of the network and host-based intrusion detection and prevention system is to monitor network traffic and host systems to detect and respond to potentially harmful hacker attacks or other potentially damaging activities. The Contractor shall:

1. Monitor the network and host based systems
2. Install and configure, as required, network and host based intrusion detection and prevention systems
3. Provide recommendations on the concept of a centrally managed and operated ICE intrusion detection and prevention program
4. Develop plans for implementing an ICE-wide host and/or network based intrusion detection and prevention program
5. Comply with ICE triage and event escalation procedures for incident reporting. All incidents shall be recorded and managed using Remedy
6. Capture and store device logs/files from servers, routers, firewalls, etc. required to establish an audit trail of activity sufficient to reconstruct events relevant to security. Provided availability from the source devices, the audit trail will include the following: the identity of each entity accessing the system; time and date of the access; time and date the entity terminated access; activities performed using an administrator's identification; and activities that could modify, bypass, or negate the system's security safeguards.
7. Protect all stored audit trails from actions that would negate its forensic value. Such actions would include unauthorized access, modification, and destruction.
8. Retain audit trail data on-line for the longest of the following potential periods:
 - a. A period of 90 days.
 - b. The minimum record retention period specified by the program area.
 - c. The period specified in the System Security Plan.
9. Retain audit trail data off-line, accessible upon request, for a period of one year.

A.1.2.4 PATCH MANAGEMENT

1. McAfee ePolicy Orchestrator (ePO)
2. Microsoft Windows Upgrade Server

A.1.2.5 SOC SECURITY REFERENCES

The SOC shall be subject to DHS Management Directive 4300 B Sensitive Systems Handbook, Section 5.4.4, Firewalls, and Section 5.4.6 E-Mail Security.

A.1.3 CSIRC

The CSIRC provides ICE with IT Security intelligence and planning capabilities. The CSIRC uses tools to analyze data and reports to determine ICE's vulnerability to network and desktop-based attack and to recommend actions to prevent, repair or mitigate these vulnerabilities. The Contractor shall execute computer security incident prevention, reporting, and investigation functions. The ICE CSIRC coordinates with the ICE SOC, DHS CSIRC and other DHS Organizational Elements; maintains nationwide/worldwide contact about security problems and solutions and relays that information to the ICE SOC. The Contractor shall relocate this service from its current location to the new EOC.

A.1.3.1 STAFFING

The contractor shall propose staffing to provide continuous CSIRC services 24x7, 365 days a year. The Contractor shall manage staffing to provide adequate coverage given variations in workload. The CSIRC, by the nature of the material it handles, requires that all staff have a Top Secret clearance and that at least two staff members have a Top Secret/Special Compartment Information clearance.

A.1.3.2 COMPUTER SECURITY RESPONSE

The Contractor shall:

1. Conduct computer security incident investigations, computer forensics operations, evidence gathering and preservation, incident containment, and incident recovery.
2. Develop and maintain ICE CSIRC policy, procedures, and protocols.
3. Ensure that ICE CSIRC operations run smoothly with the ICE SOC to ensure a seamless escalation of computer security incidents from identification to investigation, resolution, and reporting.
4. Track and record all computer security incidents as part of a comprehensive program to identify, track, and report on computer security issues affecting the ICE information technology infrastructure.
5. Provide technical support and training in various forums where computer security incident response and incident prevention are needed.
6. Maintain the ability to perform necessary corrections and recovery operations for classified contamination incidents.
7. Maintain the capability to travel to customer locations to conduct computer security incident investigations, when necessary.

A.1.3.3 VULNERABILITY MANAGEMENT

The Contractor shall provide support for the ICE Vulnerability Management Program as noted below:

1. Develop and maintain Vulnerability Management Program guidance and publications.
2. Monitor multiple sources of computer security vulnerability information in order to stay up-to-date on current threats.

3. Evaluate threats and vulnerabilities based on knowledge of the ICE computing infrastructure and issue alerts, bulletins, and technical advisories in accordance with ICE and information response procedures.
4. Interface with points of contact within DHS organizational elements and the DHS CSIRC in order to facilitate vulnerability notification and DHS-wide computer security information sharing.
5. Track acknowledgement of and compliance with DHS CSIRC Bulletins and Alerts.
6. Develop and implement a method to track exceptions when vulnerability fixes cannot be immediately applied and track status until resolution is complete.
7. Ensure DHS incident and vulnerability compliance information is reported within the allotted time to required DHS leadership and approved outside organizations.
8. Participate in approved forums to ensure appropriate representation of ICE CSIRC issues.

A.1.3.4 VULNERABILITY ASSESSMENT

The Contractor shall provide a vulnerability assessment team to implement a comprehensive ICE vulnerability assessment program. Activities shall include:

1. Perform scheduled and ad hoc assessments
2. Develop and publish ICE vulnerability assessment policy and procedures.
3. Develop and publish a vulnerability assessment schedule and rules of engagement.
4. Develop and maintain a complete vulnerability assessment equipment suite to support assessment efforts.
5. Advise and assist major system and application developers on potential system vulnerabilities.
6. Maintain and update automated tools to identify and track ICE IT system vulnerabilities from identification through remediation.
7. Ensure vulnerability assessment information is incorporated into CSIRC reporting.

A.1.3.5 CSIRC REPORTING

The Contractor shall develop reporting guidelines and procedures for ICE that comply with DHS CSIRC procedures and perform the following:

1. Compile information from various sources (DHS CSIRC, DHS Organizational Elements, vulnerability assessments, DHS SOC, etc. into a comprehensive bi-monthly report showing historical and trend information.
2. Maintain reporting guidelines and contact information for ICE leadership and outside organizations, to ensure timely and accurate notification.
3. Develop, update, and report metrics depicting ICE computer security compliance and status.
4. Automate reporting processes and data aggregation where appropriate.
5. Maintain systems to securely aggregate and store data about ICE computer security incidents, events, and issues. Provide ad hoc reports, as required.

A.1.3.6 CSIRC SECURITY REFERENCES

The CSIRC shall be subject to DHS Management Directive No.4300 B Sensitive Systems Handbook, Section 3.12: “Security Incidents, Violations and Disciplinary Action and Section 4.10.1 Security Incident and Violation Handling”.

A.1.4 PASSWORD ISSUANCE AND CONTROL SYSTEM

ICE currently maintains system access and data security through the Password Issuance and Control System (PICS), located in a Government facility in Washington, DC.

A.1.4.1 PICS OPERATIONS

The Contractor shall provide computer security support for management and administration of password issuance and control, data, and file security. The Contractor shall assist in the operation and maintenance of PICS in accordance with the standard operating procedures provided by the ICE PICS Officer. Duties include:

1. Provide support to all ICE personnel, Contractors, and Other Government Agencies (OGA) – with on-call support for after-hours emergencies.
2. Open a ticket using the Remedy.
3. As provided by the ICE PICS Officer, receive and process all G-872 security forms per the standard operating procedures.
4. Support the planning and transition of the current PICS environment to the ICE Single Sign-on solution.

A.1.4.2 PICS ADMINISTRATION

The Contractor shall provide computer security support for management and administration of password issuance and control and data and file security, using Computer Associates (CA) – Top Secret software and various access control services for user access to ICE systems, applications and databases. These activities shall include:

1. Attend the Change Control Board (CCB) PICS meetings.
2. Complete any PICS audits required from ICE for OGA or oversight committees.
3. Respond to security questions regarding ICE PICS policies and procedures.
4. Review and make recommendations for improving upon ICE PICS policies and procedures and make appropriate modifications based on approval from ICE.
5. Integrate the PICS website into an existing OCIO website.
6. Develop and maintain project schedules of all activities under this Subtask.
7. Resolve or escalate any issues, problems or concerns to ICE management.
8. Provide technical assistance and support to all field PICS Officers.
9. Conduct training to all Computer Security technicians on the administration, policy, procedural changes or enhancements to PICS.

A.1.4.3 STAFFING AND ORGANIZATION

The Contractor shall staff the PICS with personnel with security and administrative skills. In addition, PICS requires a minimum of two staff members to hold Top Secret clearances. The contractor shall deploy processes, procedures and automation to allow the best possible cost effective proposal. The Contractor shall manage shifts and staffing to provide adequate coverage given variations in workload.

A.2 ICE HELP DESK AND HARDWARE MAINTENANCE LOGISTICS

The Contractor shall provide the staff to operate and maintain the ICE Help Desk. ICE Contractor Help Desk management shall:

1. Manage the Help Desk response to emergency call peaks such as application or network outages, e-mail problems, and virus/intrusion incidents.
2. Prepare for major planned events such as the Olympics and the Super Bowl and unplanned natural disasters such as tornados, hurricanes, and earthquakes.
3. Coordinate all user requests for problem resolution and hardware maintenance.
4. Provide seamless and efficient linkage among 1st Tier problem resolution, 2nd Tier problem resolution, IT Field Operations, the NOC, and Hardware Maintenance.
5. Report response times on a daily, weekly, and monthly basis.
6. Assign resources to establish a ticket resolution and process improvement Center. This group shall deliver its initial report to Government Task Management within 90 days of initial award. The objective of this center will be to reduce the number of long-term outstanding tickets:
 - a. Root cause analysis.
 - b. Process improvement.
 - c. Analysis and reporting on tickets assigned to 2nd and 3rd Tier control groups.
 - d. Mission impact analysis.

A.2.1 CUSTOMER SERVICE OPERATIONS – 1ST TIER SUPPORT

The contractor shall propose a Help Desk process to optimize its ability to support the ICE mission as described. The following information is supplied to give the offeror a conceptual understanding of the current environment. The contractor shall devise a solution that includes continuous productivity enhancements and process improvements.

1. The Contractor shall open a trouble ticket upon receipt of each initial call, and either answer the question, resolve the problem, or forward the problem to the appropriate technical support staff.
2. The Help Desk shall assign problems that cannot be resolved at the 1st Tier level to 2nd Tier or 3rd Tier organizations. Following are some examples:
 - a. If the Help Desk determines that the problem is related to any desktop application (Word, Excel, etc.), E-mail, or LAN/Server, and the ICE Help Desk cannot solve the problem; the ICE Help Desk shall assign the problem to the 2nd Tier staff.
 - b. If the problem is determined to be a LAN/WAN problem, the ICE Help Desk shall notify the NOC.
 - c. If the problem involves software applications or systems engineering issues outside the scope of the 2nd Tier technical support, the ICE Help Desk shall refer the problem to the 3rd Tier technical support.
 - d. If the problem is determined to involve defective hardware the ICE Help Desk shall refer the problem according to the procedures contained in the Hardware Maintenance subtask of this task order.
3. The Contractor shall take total ownership of all Help Desk tickets. The Contractor shall recommend a two-phase improvement program. The Contractor shall analyze Help Desk operations and produce a deliverable document to recommend a proposal for staffing and methodologies to improve closures and customer notification.

- a. The first phase shall be to identify overage tickets and assess the reasons that they have not been resolved.
 - b. The second phase shall consist of updating the customer and acting to resolve the ticket either directly or by coordinating with the 3rd Tier organization.
4. The offeror shall perform quality control audits of both tickets and phone calls

A.2.2 INTERAGENCY SUPPORT

The Contractor shall receive service requests for non-ICE organizations such as Federal, state, and local agencies, which ICE has agreed to support. The Contractor shall coordinate with the requestor to manage and resolve these requests in accordance with Government processes and procedures. The volume of such calls will be low, but the Contractor should anticipate that they will occur.

A.2.3 STAFFING REQUIREMENTS

The contractor shall staff the ICE Help Desk with management and line staff sufficient to provide Help Desk service 24x7, 365 days a year.

The contractor shall deploy processes, procedures and automation to allow the best possible cost effective proposal, including variations in workload. The Contractor shall propose continuous process and productivity improvement programs.

A.3 HARDWARE MAINTENANCE SUPPORT

The Contractor shall provide hardware equipment maintenance support in the following categories

1. Maintenance Operations
 - a. Incident Response
 - b. Tracking and Analysis
2. Warranty Coordination
3. Repair Actions
 - a. Systems under warranty
 - b. Systems out of warranty

The contractor shall propose a solution to provide this support as a bundled service. For reference, please review the detailed estimate by system age of covered systems from the ICE Hardware Maintenance Entitlement database, along with a schedule for modernization of the current IT hardware inventory as Attachment 7.

This task order will replace the TEAMS III task order, which provides a Hardware Maintenance function according to the following model

1. Labor
2. On-Call Maintenance
3. Per-Call Maintenance
4. Depot Maintenance

The Government is discontinuing this service model in favor of the bundled services model.

The Contractor shall manage and propose Depot Maintenance service separately from the bundle. This service shall be a Time and Materials sub-task. For reference and to aid the

Contractor proposal preparation, the Contractor shall review the Fiscal Year 2006 depot maintenance actions in Attachments 7 and 8.

A.3.1 ATLAS EQUIPMENT REPLACEMENT INITIATIVE

ICE is in the process of a Common Computing Environment (CCE) initiative that involves modernizing 14,000 desktop computers during the first phase and replacement of all general file and printer servers during the second. The majority of the first phase should be complete by the start of this task order. As a result of the CCE initiative, ICE's hardware maintenance requirements will change drastically from a focus on repairing systems to a focus on coordinating warranty actions.

A.3.2 PRINCIPLE PERIOD OF MAINTENANCE (PPM)

The Contractor shall provide hardware maintenance support Monday through Friday 6:00 a.m. to 8:00 p.m. local time, excluding Government holidays. The Contractor shall provide the Government with a designated Point of Contact and provide toll-free continuous telephone coverage through the Help Desk 24 x 7, 365 days a year, without exception.

A.3.3 AFTER-HOURS EMERGENCIES

The Contractor shall propose a method – with staffing and billing – to provide emergency dispatch of parts after working hours.

A.3.4 HARDWARE MAINTENANCE ENTITLEMENT DATABASE

As of December 15, 2006, ICE uses ITTS, an internally developed database application as its Hardware Maintenance entitlement database. The Contractor shall only provide Hardware Maintenance services for equipment that has been entered into ITTS. The Contractor shall work with federal end users to enter equipment into ITTS to obtain support. The Government will provide an initial estimate of the workstations, laptop computers, LAN and data center servers, printers and backup devices in ITTS Maintenance Class "NBD" that will be out of warranty upon award of this task order. The contractor shall prepare a proposal to provide the prescribed services based on this estimate. The Government has provided a copy of the December 2006 snapshot is contained in Attachment 7 and an analysis showing the number of systems in service by maintenance class in Attachment 8.

A.3.5 QUARTERLY ITTS SNAPSHOTS

ICE will provide a quarterly snapshot of the ITTS database for the purpose of keeping the successful contractor's records up to date. The contractor will use this information to determine the support status of equipment involved in maintenance requests. A copy of the December 2006 snapshot is contained in Attachment 7.

A.3.6 INCIDENT RESPONSE

A.3.6.1 DETERMINATION OF MAINTENANCE COVERAGE

The Contractor shall use information contained in the ITTS snapshot to determine whether maintenance requests fall under the warranty, out-of-warranty or under depot categories.

A.3.6.2 WARRANTY MAINTENANCE



For items determined to be under warranty, the contractor's responsibility is to contact the warranty vendor to obtain support.

- In general, this support will be in the form of working with local Field Support staff and arranging for the warranty vendor to ship replacement parts to the site.
- In some cases, the contractor's Hardware Maintenance team will work with the warranty vendor to dispatch both parts and manufacturer-supplied support staff to the site. This coordination will involve arranging for escort of un-cleared repair technicians.

A.3.6.3 OUT-OF-WARRANTY

The contractor shall fix or replace out-of-warranty equipment at its discretion. However, replacement equipment must be compatible with current ICE assets as listed in the ITTS Snapshot. The Government requires prior approval for all replacements. The Contractor shall coordinate with on-site Government property custodians to ensure that replacement equipment is properly entered into the DHS and ICE asset management systems.

1. Examples of Equipment Maintained Include:

- a. Personal Computers – Pentium.
- b. Servers.
- c. Printers – Laser.
- d. Scanners – Flatbed.
- e. Sun Servers.
- f. Sun Enterprise Servers.
- g. Biometric Devices.
- h. Tape Backup Units.
- i. Storage Area Network (SAN) Devices and Network Area Systems (NAS).
- j. Firewalls.
- k. Network Switches.

A.3.6.4 DEPOT MAINTENANCE

Depot maintenance is a full repair service performed at a depot facility. In general depot maintenance applies to laptops in CONUS and all types of systems located at OCONUS sites. ICE is responsible for shipping a failed item to the designated maintenance depot at ICE's expense.

The contractor shall propose a bundled solution to provide depot maintenance. Attachments 7 and 8 will aid the Contractor in preparing its proposal.

A.3.7 OBSOLETE EQUIPMENT

The Contractor shall submit a list of obsolete equipment that can no longer be supported as a part of the Maintenance Operations Report.

A.3.8 REPAIR TIME TRACKING

The Contractor shall track all repair times. Equipment failure notification may be made at any time, 24x7, without exception. Where ICE has equipment covered under PPM, the maintenance repair time will begin from the time the call is recorded in Remedy and will end when repairs are

completed. The repair time will not include time during which the Contractor is denied access to the equipment through no fault of its own or when ICE employees take control of the required part when delivered to the ICE location. In these cases, Help Desk personnel suspend the Remedy ticket tracking until the Contractor can gain access to the facility.

A.3.9 PARTS SUPPLY& REPLACEMENT

The Contractor shall propose a method for providing spare parts maintenance actions and for shipping those parts to the correct locations. The Contractor shall provide parts that meet Original Equipment Manufacturer (OEM) specifications. Parts that have been replaced will become the property of the Contractor with the exception of hard disks, which will not be returned to the Contractor. ICE may, at its discretion, elect to retain the replaced parts or direct their destruction for security reasons. In no case shall the Contractor use any replacement parts, repair methods, or techniques that would result in the OEM refusing to honor their warranty or otherwise not support the equipment.

A.3.10 PROTECTION OF INFORMATION

The Contractor shall prevent loss of information, particularly on the hard drive, during all maintenance activities by taking steps to protect and restore any information residing in the equipment. The Contractor shall perform all maintenance and repair to data storage devices using only cleared personnel. Prior to removal of any storage device for repair or replacement, the Contractor shall ensure that all user software has been backed up before erasing all data residing on the device. If the Contractor returns a piece of equipment to a depot or other site for repair, the Contractor shall remove all data from the equipment, which may include degaussing and/or removing the hard disk prior to removing the equipment from the site. The Contractor shall notify the ICE Task Manager if a hard disk containing information has been inadvertently shipped to a maintenance depot or other Contractor site.

A.3.11 STAFFING REQUIREMENTS

The Government requires Hardware Maintenance Logistics staffing to meeting the ticket handling, cost estimating and dispatching tasks below during normal workday hours.

Current staffing for the Hardware Maintenance task under TEAMS III is 4.5 Contractor Full Time Equivalent.

The Contractor shall provide adequate coverage given variations in workload. The Contractor shall propose continuous process and productivity improvement programs to exceed minimum requirements.

A.4 EOC TOOLS SUPPORT GROUP

The Contractor shall optimize tools critical to the operation of the ICE Enterprise Operations Center. The contractor shall assist the Government in reviewing the tools it requires to run the IOC. This subtask may include consolidating database servers and configuring applications. The Contractor shall coordinate the operations of the systems with the EOC operating groups.

A.4.1 REMEDY MANAGEMENT AND ADMINISTRATION

The Contractor shall operate a trouble-ticket tracking system using the Government furnished BMC Remedy Action Request System, including the following:

1. EOC Tools Group has sole responsibility for the configuration, maintenance and administration of Remedy servers and software
2. EOC Tools Group is responsible for the operation, management, maintenance, and performance of BMC Remedy Action Request System
3. Document the problem resolution history of each call for end user help, technical support, field office support, and hardware maintenance.

The Remedy system currently consists of:

1. A primary HP Unix server hosting both the Remedy application and the Oracle database
2. A backup HP Unix server
3. A Windows web server

A.4.2 KNOWLEDGE DATABASE

The Contractor shall maintain a "knowledge database" troubleshooting tool for ICE Help Desk analysts. This knowledge database will allow analysts to ask key questions based on the problem and document the answers in the ticket while the user is on the phone with the analyst. The current knowledgebase software is contractor-furnished; the Government will furnish the content from this knowledge base to the successful vendor, which will present a knowledge base solution integrated with the Government-Furnished BMC Remedy Action Response System.

A.4.3 OTHER EOC TOOLS

The Contractor shall support the following tools, which may be subject to change.

1. HP OPENVIEW
2. LANDesk
3. Proactivenet
4. Compuware Suite
5. NetView
6. CiscoWorks
7. Intellitactics
8. Enterasys Dragon
9. ISS
10. McAfee ePO
11. QIP
12. IDS

A.4.4 EOC TOOLS GROUP STAFFING

The Contractor shall have highly-qualified staff in applications design and management and database administration. The Contractor shall staff the EOC Tools group staff comparable to applications designer/architects, database administrators and support staff.

A.5 DIRECTORY SERVICES AND EXCHANGE MANAGEMENT

ICE currently receives Directory Services and Exchange Management support services through the TEAMS III contract with the large majority of staff located at ICE Headquarters in Washington, DC.

A.5.1 DIRECTORY SERVICES

ICE is transitioning from a Novell NetWare and Novell Directory Services environment to a Windows Server and Active Directory environment. The Contractor shall participate in this transition but is not required to design or manage it.

A.5.1.1 ORGANIZATION AND RESPONSIBILITIES

The Contractor shall provide plans for process improvement and continuous productivity enhancements. The Government intends to an increased use of Service Level Agreements with incentives in follow-on task orders. The Contractor shall develop Service Level Objectives during this task.

A.5.1.2 ADMINISTRATION AND MANAGEMENT OF ACTIVE DIRECTORY

The Contractor shall provide enterprise administration support for Active Directory and continue legacy email user migrations to Active Directory and Exchange. The Contractor shall adhere to the established migration schedule, attend meetings, and provide deliverables as required. The Contractor shall update the schedule with Government Task Manager approved changes. The Contractor shall provide the following services:

1. Global address list
2. Organizational units
3. Site replication topology
4. Naming resolution services
5. Dynamic host addressing services
6. Group policy objects
7. Trust relationships
8. Approved schema changes
9. FISMA role allocation
10. Connectors between mail systems

A.5.1.3 ACTIVE DIRECTORY CONTRACTOR SKILL SETS

The Contractor shall provide support from 6:00 a.m. to 8:00 p.m. Eastern Standard Time, with on-call support for after hours and weekends. The Contractor shall possess the following skill set:

1. Experienced and certified with Microsoft Active Directory 2003 site topology and replication
2. Highly skilled in directory service trouble resolution in complex environments
3. Highly skilled with Microsoft DNS (Domain Name System) and Windows Internet Naming Service (WINS)
4. Highly skilled with Microsoft Dynamic Host Configuration Protocol (DHCP) Services
5. In-depth understanding of general LAN and WAN technologies
 - a. In-depth understanding of Microsoft clustering technologies
6. Storage Area Network Solutions experience (2-4 years)

7. Microsoft Tools (Microsoft Operations Manager (MOM), Active Directory Users and Computers (ADUC), Microsoft Windows 2003 replication services (SONAR), LDP.EXE, ADSIEdit.msc, administration, monitoring, and troubleshooting)
8. Highly skilled with 3rd party migration tools (e.g. Quest, NetIQ, etc.)
9. Highly skilled with maintaining Active Directory Schema [Note: Senior Directory Service Administrators are allowed to perform Schema Administration with Government Approval (a trusted individual, per industry best practices)]
10. Highly skilled with Microsoft scripting languages experience (2-4 years), e.g. Visual Basic scripts, Perl scripts, Windows Management Instrumentation (WMI) scripts, etc.

A.5.1.4 ADMINISTRATIVE AND MANAGEMENT SUPPORT FOR NOVELL DIRECTORY SERVICES

The Contractor shall provide support from 6:00 a.m. to 8:00 p.m. Eastern Standard Time, with on-call support for after hours and weekends. ICE will be transitioning general file and print services from NetWare and NDS to Windows Server and Active Directory. The Contractor shall have the technical expertise of an Advanced Certified Novell NetWare Engineer in NetWare 6.x and NetWare 4.x.

A.5.1.5 STAFFING

The Contractor shall provide Directory Services staffing sufficient to cover both the NDS and Active Directory requirements above.

The contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach.

The Contractor shall propose continuous process and productivity improvement programs.

The senior NDS Administrator shall have the highest-level of Novell NetWare and NDS certifications and experience. The Contractor shall manage the current environment that consists of a NetWare/eDirectory 6x global tree and area servers, with NetWare 4.2 and NDS at all site and system servers.

A.5.2 EXCHANGE MANAGEMENT

The Contractor shall provide support from 6:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday, with on-call support for after hours and weekends. The scope and scale of the Exchange Environment in ICE is:

1. Architecture. The ICE and DHS Exchange system is a hybrid system comprised of central management with a hub and spoke architecture. There are eight (8) hub sites, eight (8) spoke sites and four (4) virtual sites.
2. Tools. The Exchange architecture is Exchange 2003 installed on a Windows Server 2003 platform. The primary management tool is Microsoft Operations Manager with Exchange Application Packs.
3. Exceptions
 - a. The Contractor may encounter and support a small number of users whose e-mail systems are Lotus Notes or cc:Mail.

The Contractor shall transition this function from ICE headquarters to the Enterprise Operations Center after it has been activated. However, this transition may be made after NOC/SOC/CSIRC/PICS and Help Desk is activated. The Contractor shall include the transfer in its transition plans.

A.5.3 ENTERPRISE EXCHANGE ADMINISTRATION TASKS

The Contractor shall configure and maintain Exchange, Outlook Web Access (OWA), Outlook Mobile Access (OMA) and Outlook Administration. In doing so, the Contractor shall perform the following functions:

1. Exchange 2003 Mailbox Servers
2. Exchange 2003 Gateway Servers (SMTP)
3. OWA Front End Servers
4. Exchange Administration Groups
5. Exchange Routing Groups
6. Exchange Public Folders
7. Shared Calendar Capabilities
8. Manage internal and external mail flow
9. Exchange database and mailbox backup and recovery
10. ICE-only broadcast message transmission following ICE procedures (also applies to cc:Mail legacy users.)
11. Exchange Archive Solution with journaling capabilities
12. SMIME (secure messaging) capabilities
13. Anti-virus solution for Exchange infrastructure

A.5.4 ENTERPRISE EXCHANGE ADMINISTRATION SKILL SETS

1. The Contractor shall possess the following skill sets:
2. MS Exchange 2003 Database administration and optimization (2 years)
3. MS Exchange 2003 configuration in a clustered server configuration (2 years)
4. Virus protection for Exchange 2003 database and for Windows 2003 operating system
5. Recipient and Recipient Policy Administration
6. Mail flow management
7. SMTP Gateway administration
8. Highly skilled with Exchange Database backup and recovery practices
9. Windows 2003 Operating System optimization for Exchange
10. Public folder administration
11. Exchange performance monitoring
12. Distribution group management
13. Exchange OWA configuration and administration
14. Exchange OMA configuration and administration
15. Microsoft Internet Information Services (IIS) configuration and administration
16. Blackberry Enterprise Server configuration and administration
17. Microsoft IP Security (IPSEC) Policy configuration
18. Exchange archival processes
19. Exchange journaling and message forensics
20. Secure Multimedia Internet Mail Extensions (SMIME)



A.5.5 STAFFING

The contractor shall work in close coordination with the sub-task manager. When the lead is not available, it shall be the contractor's responsibility to provide all supervisory/lead functions.

The contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach. The Contractor shall propose continuous process and productivity improvement programs for this task.

A.6 COMPUTER OPERATIONS

"Computer operations" is defined as day-to-day remote monitoring of ICE mainframe and DASD storage devices located at central data centers. This function does not include programming or development and does not include activities at the data centers.

The Contractor shall provide computer operations support requirements 24 x 7, 365 days a year to operate and monitor the ICE environment of MVS peripheral equipment, minicomputers (including AIX/UNIX- based), and microcomputers. In this capacity, the Contractor shall perform printing services, backup and archiving procedures, disaster recovery, problem identification, problem resolution, and prevention. The Computer Operations support staff shall also provide ancillary support services such as supplies control and limited facility management.

The Contractor shall transition this function from ICE headquarters to the Enterprise Operations Center after it has been activated. However, this transition may be made after NOC/SOC/CSIRC/PICS and Help Desk is activated. The Contractor shall include the transfer in its overall transition plans. After award, the Contractor shall make arrangements to continue large-scale mainframe printing services at ICE Headquarters, located at 425 I St. NW, Washington, D.C.

Currently HQ Computer Operations provide remote monitoring job-level operations for systems located at the Justice Data Center in Rockville, MD and the Justice Data Center in Dallas, Texas. However, there are plans to migrate those systems to a DHS Data Center in Bay St. Louis, Mississippi and another backup Data Center whose location is to be determined.

A.6.1 PRODUCTION SERVICES SUPPORT

The Contractor shall provide production services support for DHS application systems that operate at the Data Centers, Headquarters Computer Operations Center, and other decentralized locations.

The Contractor shall provide job scheduling; job submission; job recovery/restart; problem identification, determination, resolution, and notification; input preparation; input/output control; output distribution; database and file backup and recovery; and other tasks as they relate to providing quality and timely support for the production processing.

The Contractor shall provide support, coordination, and broadcast messaging with Justice Data Centers (Dallas and Rockville) of any planned or unplanned outages for maintenance. Example is the monthly scheduled outages for the National on Line Systems. DHS Production Services is the primary contact for all mainframe issues between the DHS Help Desk, End -Users, Applications Teams, and Justice Data Center facilities.

Job recovery/restart and problem resolution shall only be performed with the appropriate authority, procedures, and mutually agreed-to associated SLAs with outside organizations and



tracking/reporting agreements. In addition, the Contractor shall perform system and on-line monitoring and provide periodic reports on system unavailability and processing exceptions.

A.6.2 MAGNETIC MEDIA LIBRARY MANAGEMENT AND CONTROL

The Contractor shall provide management and control of the magnetic media located at the ICE Headquarters' Computer Operations Center and Data Centers. At the ICE Headquarters' Computer Operations Center, the IT staff shall manage and control storage, withdrawal, and return of magnetic media; and maintain and control magnetic media at offsite storage.

At the ICE Headquarters' Computer Operations Center and Data Centers, the Contractor shall respond to user requests to manage data sets resident on DHS tapes; operate and maintain an automated media library management system; and maintain and execute a magnetic media rehabilitation and disposal program. The Data Center personnel physically handle the magnetic media. The Contractor shall have knowledge of MVS/z/OS and AIX/UNIX Tape Management System (TMS) and Time Sharing Option (TSO).

A.6.2.1 ENHANCED CENTRAL VERSIONS MONITORING AND PROBLEM RESOLUTION SUPPORT

The Contractor shall monitor and provide enhanced problem resolution support upon receipt of the appropriate authority, procedures, SLAs with outside organizations and tracking/reporting agreements for pre-defined availability and performance issues that affect the IDMS Central Versions (CVs) and their associated components.

These services shall include, but are not limited to, first-line analysis and resolution of common CV problems such as: CV abends due to Job Control Language JCL errors; CV response problems due to excessive storage consumption by a program or dialog; CV startup problems caused by DJournal, Computer Associates Unicenter OPS/MVS tools or JCL issues; CV shutdown problems caused by the SHUTDOWN job, the QUIESCE process or problems with the Roll-Back process; problem determination and escalation procedures associated with Journal abends, ALogs, DLogs or RLogs. The contractor shall provide detailed problem resolution documentation, DBM de-briefing sessions, and status reporting in accordance with established procedures.

To facilitate timely and accurate resolution of pre-defined problems affecting the CVs and their associated processes, the Contractor shall propose a training plan and schedule to ensure that the staffing skills matrix meet the required knowledge and techniques for CA-IDMS problem determination, resolution, and ASG-PreAlert/IDMS for CA-IDMS® monitoring.

A.6.3 PRODUCTION SERVICES STAFFING REQUIREMENTS

The Contractor shall ensure that all staffing levels and skills matrix for the functional areas are maintained to meet the 24x7, 365 requirements.

The mandatory minimum staffing shall be one Systems Analyst (or equivalent) to staff the Headquarters Operations Center at all times including weekends and holidays. The Systems Analyst ensures effective and timely problem identification, takes the necessary corrective actions, and escalates problems in accordance with the Reporting and Escalation Procedures. The Contractor shall be responsible for providing a daily Status, Exception, and Outage Report.



The contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach.

The Contractor shall manage shifts and staffing to provide adequate coverage given variations in workload. The Government expects the Contractor to propose continuous process and productivity improvement programs.

A.6.3.1 PRODUCTION SERVICES SKILL SETS

The Contractor shall meet the required knowledge of MVS/z/OS, AIX/UNIX operating system, Job Control Language (JCL), automated scheduling packages (i.e., CA-Scheduler), Time-Sharing Option (TSO), and MVS/z/OS or AIX/UNIX utilities. The Contractor shall establish a training schedule to meet the desired skill set for AIX/UNIX operating systems.

A.6.4 STORAGE MANAGEMENT AND MANAGEMENT SUPPORT

The Contractor shall provide remote management and control of the DHS assigned DASDs at the Justice Data Centers, complete establishment of storage management procedures and rules and 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 for DHS storage media. The Contractor shall:

1. Respond to user requests for disk storage space.
2. Maintain the integrity of DHS datasets residing on DASDs.
3. Maintain files and database backup and recovery procedures.
4. Perform disaster/recovery support
5. Monitor DASD usage
6. Take appropriate action to minimize waste and abuse.

A.6.4.1 MANAGEMENT SUPPORT AND STAFFING

The Contractor shall provide senior level technical storage management expertise and supervision to support capacity planning.

The Contractor shall deploy processes, procedures and automation to allow the best possible cost effective approach.

The Contractor shall propose continuous process and productivity improvement programs.

TASK AREA B -- FIELD OPERATIONS

The Contractor shall provide the technical personnel with the expertise to support ICE OCIO Field Operations. The Contractor shall is provide LAN Administrative support in ICE's field offices that is critical to the mission of the organization. The Contractor shall obtain approval for off-hours services and support prior to initiating any assignment. The Contractor shall support ICE locations as shown on the map on Attachment 1; detailed site listings and user count by Area are provided in Attachment 2. ICE management shall approve staffing levels proposed by the Contractor.

Task Area B covers LAN Administration and desktop support services in nine geographical service areas including the HQ Capital Area. The Contractor shall provide IT security

compliance, data communications support, relocate IT infrastructure, conduct site survey technical support, coordinate special ICE initiatives, provide user training, identify and resolve technical problems, and provide hardware and software support.

The ICE environment is dynamic and regularly establishes new sites; relocates or expands existing offices; and closes facilities. LAN Administration staff will be based in one site but provide support to other sites within that geographic Area both remotely and via site visits. Each Area comprises multiple sites with different business units. In addition, LAN Administrators may be required to support locations in other Areas, as directed by Government Managers. The Contractor must demonstrate flexibility and adjust staff to meet these changing requirements.

A.7 GENERAL SUPPORT SERVICES

The Contractor shall provide local end-user IT support during the core hours of operation from 6:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday or eight hours per day according to local schedules. The Contractor shall provide LAN administration support 24x7, 365 days a year to support E-Mail Administration and perform LAN administration duties.

The Contractor shall perform normal, course-of-business services during the business hours specified above. Depending on local conditions, this scheduling and management may require staggered work periods or staggered workdays.

ICE’s target IT environment is based on Microsoft Active Directory, with Windows Server as its network operating system, Windows Professional as its desktop operating system, Microsoft Exchange Server as its messaging and collaboration system, and Microsoft Office as its basic office automation platform. ICE is transitioning from the use of Novell NetWare and Novell Directory services as the NOS and directory systems. The Contractor shall be prepared to support both environments during the transition.

1. LAN Administration shall consist of three levels of support:
 - a. LAN Systems Engineers
 - b. LAN Administrators
 - c. Junior LAN Administrators

The following table maps the labor descriptions above to EAGLE Labor Categories. Actual assignment depends on qualifications within ranges of education training and experience within Labor Categories.

Functional Description	Labor Category
LAN Systems Engineer	Communications/Network Engineer
	Computer Systems Analyst (Senior)
LAN Administrator	Systems Administrator
	Computer Systems Analyst
	Computer Systems Analyst (Junior)
	LAN/Deskside Support Technician



Junior LAN Administrator	LAN/Deskside Support Technician
	Systems Administrator (Junior)

The Contactor shall support internal DHS and ICE applications to establish or restore site functionality exclusive of application development and programming.

A.8 EMAIL SUPPORT

The ICE email environment is migrating from Lotus cc:Mail to Microsoft Exchange. The architecture of the Exchange system concentrates administration at eight Hub, eight Spoke sites and four Virtual sites. The LAN Administration support shall perform regular email activities to include:

1. Adding, deleting, and moving email accounts.
2. Backing up and restoring e-mail servers.
3. Managing patches.
4. Implementing revisions.
5. Journaling and Archiving email accounts.
6. User support and device configuration for the following: Blackberry, Outlook Mobile Access, and Windows Handheld Devices.

A.9 COMPUTER ROOM ENVIRONMENT

Most ICE offices have designated a computer room to house voice and data equipment. These rooms range from standard computer rooms to converted spaces that have been retrofitted to accommodate IT equipment. The Contractor shall be responsible for maintaining a clean computer room environment that complies with ICE security requirements. The Contractor shall be responsible for performing the following functions where applicable:

1. Configure and maintain:
 - a. File servers.
 - b. Print servers.
 - c. Storage Area Networks (SANs) and Network Attached Storage (NAS).
2. Back up and restore network servers.
3. Monitor server performance.
4. Perform capacity planning and management.
5. Test and install patches.
6. Distribute software.
7. Oversee, administer and maintain cabling, patch panels, and wiring closets exclusive of design and installation functions provided under other contracts or task orders.
8. Support network storage devices (SANs, NAS, and file servers).
9. Monitor computer room environment, such as: Heating Ventilation and Air Conditioning (HVAC), electrical, and fire suppression.
10. Monitor the Wide Area Network (WAN) devices and report any problems to the Help Desk.
11. Utilize network management tools to provide remote control for troubleshooting, patch management, and asset management.



12. Support print servers, other network devices, and remote access devices such as Citrix Systems, Inc. products and Virtual Private Networks (VPN).
13. Ensure operability of desktops, printers, and scanners, biometrics, and other peripherals.
14. Troubleshoot all components in the LAN environment.
15. Assist users with developing Mission Needs Statements for new IT requirements.
16. Test and deploy peripherals and desktops.
17. Provide deployment project support.
18. Provide HQ project support, e.g. data gathering; provide new application support to the end user.
19. Maintain inventory of network resources.
20. Respond to emergency events.

A.10 FACILITY COORDINATION

ICE relocates, expands, or constructs new facilities throughout the year. When notified of such an event, the Contractor may be required to support Government task management in working with the user community, logistical staff, GSA, and vendors to ensure that the IT requirements are met. Activities may include:

1. Identifying the computer room environment (power, space layout, HVAC, equipment)
2. Ensuring security requirements for the computer room are identified and implemented
3. Coordinating with local office management, GSA, and building management to ensure compliance to comply with state and local regulations as provided by the Government
4. Providing user guidance on office relocations and coordinate with Headquarters facilities management for IT requirements

A.11 REMEDY TICKET MANAGEMENT

The Contractor shall resolve trouble calls that are in Remedy or as requested directly. Regardless of the source of the request, the Contractor shall fully document all work in the BMC Remedy Action Request System including opening tickets within Remedy. The Contractor shall utilize all the functionalities of Remedy, including: project management, trouble tickets, hardware maintenance, change management requests, and reports.

The Contractor shall resolve problems according to the service level objectives listed in Section A.6 above. The Contractor shall propose additional service level objectives to assure continuous improvement and customer satisfaction.

A.12 LAN ADMINISTRATION AT THE CAPITAL AREA

The Contractor shall perform those tasks detailed in **Subtask C** and will perform services unique to the Headquarters Capital Region. The Contractor shall be prepared to respond to rapidly developing requirements that are critical to ICE as a DHS component.

A.12.1 VIP SUPPORT

Organizationally, the Headquarters Capital Area is one of nine areas under the Field Operations Branch of the OCIO Operations Division. However, the HQ Capital Area has unique operational and administrative requirements and a user base that demands levels of response and action that are out of the norm for Field Operations services.

Consequently the Contractor shall propose a VIP Support process within its Field Support proposal to meet these elevated requirements. For example, VIP Support might require support staff to respond directly to a face-to-face request for service or support rather than requiring the user to open a service request through the Help Desk. The Contractor shall work with on-site task management to track VIP support activities.

The Contractor shall propose alternative VIP Support approaches to allow management to balance costs against service levels. The Contractor's VIP support model cannot be imposed on the HQ Capital user base and may require modifications in concert with the ICE OCIO task management.

A.13 DISASTER RECOVERY PROGRAM SUPPORT

ICE is developing a more robust disaster recovery program that will test recovery of enterprise applications, wide area network redundancy, and the LAN restoration. The Contractor shall work with ICE management to assist in the development and implementation of its Continuity Of Operations Plan (COOP). The Contractor shall ensure that there are adequate data recovery procedures in place and participate in dry-run exercises that utilize disaster recovery tools and test recovery procedures. The Contractor shall assist with site IT certification and accreditation, as directed.

The Contractor shall provide the Government Task Manager the home addresses and phone numbers of its point of contact personnel in specified areas in the case of an emergency or disaster. This information must be provided to the Government Task Manager within two hours of notification to the Contractor.

The Contractor shall perform the following functions or activities to support Disaster Recovery:

1. Utilize disaster recovery tools.
2. Recover data and network resources.
3. Assist in the implementation of the Continuity Of Operations Plan (COOP).
4. Verify and validate that the user community adheres to ICE IT security policies and procedures by the user community.

A.13.1 PROVIDE ALTERNATE OPERATING FACILITY STAFFING

The Government anticipates the initial staffing to consist of one senior LAN Administrator or equivalent. By its nature, the Alternative Operating Facility (AOF) may be activated to support emergencies or exercises. While the AOF is active, it requires 24x7 coverage and the Contractor shall prepare to account for three weeks per year of active status at the AOF, drawing additional resources from within the Field Support staff.

A.13.2 EMERGENCY CONTINGENCIES

Depending on the nature of national emergencies, the Government may direct the Contractor to dispatch IT support staff to support DHS and its components. The Government understands that such a deployment could temporarily reduce services or service quality to ICE.

A.13.3 SEPARATE ACCOUNTING

The Contractor shall account for and invoice all work provided under this sub-task separately from other subtasks.

A.14 LAN ADMINISTRATION AT ICE FOREIGN OFFICES

The Contractor shall provide those LAN Administration functions listed in this Statement of Work at ICE foreign office sites listed in Attachment 4.

The Contractor shall assume responsibility for LAN Administration operations & management upon turnover from the Foreign Attaché Upgrades project. The Contractor shall staff this task with employees at CONUS Field Support area sites and dispatch them as required by Government task management. The Contractor shall ensure that all contractor employees assigned to this function hold all passports and other documentation needed to travel overseas.

A.15 LAN POLICY AND PROCEDURE DOCUMENTATION

The Contractor shall assist with the development and updating of policies, procedures, and documentation as they pertain to network administration. The Contractor shall assist with the development of enterprise LAN standards that requires that it analyze, recommend, test, and develop documentation required for day-to-day operations. All documentation must be submitted to the Area Manager for approval.

Except for patent and financial proprietary information, all documents delivered under this paragraph shall be deemed to be the exclusive property of ICE. The Contractor shall not retain proprietary rights to reports, policies and procedures delivered to the Government.

A.16 SECURITY SYSTEM ADMINISTRATION

If required, The Contractor shall participate in Information Systems Security activities and may be appointed to serve as assistant or primary Information Systems Security Officer.

If required, The Contractor shall perform Certification and Accreditation functions as directed by Government IT Security staff.

A.17 GENERAL SKILL LEVELS

The Contractor shall propose a staffing level sufficient to provide the required services below at the sites listed in Attachment 2. The Contractor may be required to adjust the staffing consistent with available funding and changing operational requirements. Changes in organization, requirements and technology may result in changes in staffing, staffing ratios, distribution and skill sets. It is anticipated that through the effective use of tools and procedures the Contractor shall achieve measurable ongoing productivity gains that allow continuous adherence to budget constraints.

The distribution of the field support staff is approximately 30% LAN System Engineers, or equivalent, dispersed at key sites listed in Attachment 2, 50% LAN Administrators, or equivalent, and 20% Junior LAN Administrators, or equivalent.

The Contractor shall manage staffing to provide direct coverage at key sites listed in Attachment 2. The Contractor may be required to adjust its staffing plan to accommodate changes in Government staffing.

A.17.1 SKILL SETS

The Contractor shall refresh the technical skills of its staff as the ICE architecture and technical reference model evolve. Training and associated travel costs shall be at the Contractor's expense.

New Contractor employees shall be experienced in Microsoft Windows Active Directory and Exchange, Windows Server, Windows Professional, Microsoft Office, journaling, archiving, storage (NAS, SAN), and network management tools. They shall be familiar with security virus protection tools, such as McAfee, ePO, and WUS.

The contractor shall provide a detailed description of the skill sets it will provide to support this task order, including but not limited to the following:

1. LAN System Engineering - Expert knowledge, skills and certifications in the Microsoft Windows 2003, Active Directory and Exchange 2003 environments with seven to 10 years of network administration.
2. LAN Administration - Knowledge of and skills in Windows and Novell network operating systems and Microsoft Office desktop environment. For senior LAN Administrators, experience should be five-seven years in LAN Administration. The Contractor also shall propose junior LAN Administrators with 2-4 years of experience.

(6) DELIVERABLES AND DELIVERY SCHEDULE

DELIVERABLE NUMBER 1: DAILY NETWORK OUTAGE REPORT

The Contractor shall prepare and submit a daily network outage report, working with Government task management.

Frequency	Date of Submission	ICE Distribution Via Email
Daily	Close of Business (COB)	ICE Task Manager

DELIVERABLE NUMBERS 2- 4: WEEKLY REPORTS

The Contractor will provide three weekly reports as noted below:

1. Deliverable No. 2 Weekly Status Report
2. Deliverable No. 3 Weekly Trend Analysis Report
3. Deliverable No. 4 Weekly Duty Roster

The Contractor shall provide separate status, trend analysis, and duty roster reports for the following Subtasks:

1. ICE Network Operations Center (NOC)
2. Security Operations Center (SOC)
3. Computer Security Incident Response Center (CSIRC)
4. Directory Services and Messaging Management
5. Computer Operations (Remote Computer Operations Support)
6. Field Operations

WEEKLY STATUS REPORT:

The status report shall include accomplishments, status of ongoing activities, management issues, recommendations for problem resolution, and upcoming activities, planned travel with projected

costs, completed travel with associated costs and resources required for the next 30 days. The status report shall include performance against service level objectives.

WEEKLY TREND ANALYSIS REPORT:

The Contractor shall provide weekly trend analysis reports that track degraded IT service, chronic technical problems, and problem resolution. This report shall also:

1. Provide statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems
2. Report on any analyses, recommendations and "white papers" to support infrastructure decisions
3. Provide progress on the resolution of any long-standing open trouble tickets or systematic problems.

The Government will provide the Contractor points of emphasis upon award that will affect this report. These points of interest will vary periodically and the Government will notify the Contractor of changes as early as possible.

Data Elements: Upon award, the Government will provide the Contractor with those data elements it requirements to appear on this report as part of the Government Furnished Equipment and Information section (7) of this task order. The government will provide these data elements as of the effective date of this task order.

WEEKLY DUTY ROSTERS

The Contractor shall provide a weekly duty roster by Field Operations Area (as noted below) of personnel including schedules, travel, leave, and on-call designation.

ICE NETWORK OPERATIONS CENTER (NOC)

1. Security Operations Center (SOC)
2. Computer Security Incident Response Center (CSIRC)
3. Directory Services and Messaging Management
4. Computer Operations (Remote Computer Operations Support)
5. Field Operations

Report	Frequency	Date of Submission	ICE Distribution Via Email
Status Report	Weekly	3rd working day after the end of the weekly reporting period	Contracting Officer's Technical Representative ICE Task Manager Contracting Officer
Trend Analysis	Weekly	3rd working day after the end of the weekly reporting period	Contracting Officer's Technical Representative ICE Task Manager Contracting Officer
Duty Roster	Weekly	COB Wednesday for the prior week	Contracting Officer's Technical Representative ICE Task Manager



Deliverable Number 5: Bi-Monthly Report (CSIRC)

The Contractor shall compile information from various sources (DHS CSIRC, DHS Organizational Elements, vulnerability assessments, DHS SOC, etc. into a comprehensive bi-monthly report showing historical and trend information.

Frequency	Date of Submission	ICE Distribution via Email
Bi-Monthly (2x a month)	15th and the last day of the month (30th or 31st)	ICE Task Manager

Deliverable Number 6: Financial Reports

By the last business day of the month, the Contractor shall submit a financial report with estimates of the current month's completed travel expenses, labor costs, overtime, and any other direct costs (ODCs). This financial report shall be cumulative for the contract period and include projected burn rates for the balance of the contract.

Frequency	Date of Submission	ICE Distribution
Monthly	COB last business day of the month	Contracting Officer's Technical Representative ICE Task Manager Contracting Officer

Deliverable Number 7: Ad Hoc Reports

The Contractor shall develop, maintain, update, store, and distribute ad-hoc reports as requested by the ICE Task Manager. Examples include:

1. Devices with recurring problems
2. New network installations and cancellations
3. Performance management reports
4. Plans for implementing an ICE-wide host and/or network based intrusion detection and prevention program
5. Computer security incidents, events, and issues.

Frequency	Date of Submission	ICE Distribution
As needed	As needed	TBD

Deliverable Number 8: Problem Analysis Reports

The Contractor shall provide a Problem Analysis Report on each significant outage or issue that negatively affects ICE IT Operation.

Frequency	Date of Submission	ICE Distribution
As needed	As needed	TBD



Deliverable Number 9: Processes and Procedures

It is in the Government’s interest to have oversight over any processes and procedures developed by the Contractor to carry out the requirements of this SOW. The contractor will deliver copies of these processes and procedures to the Government as required by the Task Manager.

Frequency	Date of Submission	ICE Distribution
TBD	COB last business day of the month	Contracting Officer's Technical Representative ICE Task Manager Contracting Officer

Deliverable Number 10: Technical Training Plan

A technical training plan for each employee shall be developed and updated annually and presented to the Government Task Manager. For new employees, plans shall be submitted within 90 days of the Entrance on Duty date.

Frequency	Date of Submission	ICE Distribution
Initial / Quarterly	COB last business day of the quarter	ICE Task Manager

(7) GOVERNMENT FURNISHED EQUIPMENT AND INFORMATION

GOVERNMENT FURNISHED EQUIPMENT (GFE)

The Government intends that all support under this task order will be performed with Government Furnished Equipment. ICE and DHS regulations forbid the connection of non-Government equipment to DHS and ICE wide-area and Local Area Networks. For this reason, the Contractor shall use only Government Furnished Equipment in execution of direct support of task order. The Contractor may use its own equipment to prepare proposals, communications and deliverables but the contractor shall not invoice the Government for this equipment. The Government is furnishing a listing of GFE held by the incumbent contractor as Attachment 13.

GOVERNMENT FURNISHED INFORMATION (GFI)

The Government shall furnish the Contractor with the documents and software required to accomplish these requirement. The majority of this GFI will be transferred directly from the Government or indirectly from another ICE contractor, but the Government reserves the right to require the contractor to purchase some software as reimbursable Other Direct Costs (ODC).

(8) PLACE OF PERFORMANCE

The contractor shall locate its support staff at an approved Enterprise Operations Center and on-site at ICE sites and locations. The Contractor’s primary support staff shall be stationed in ICE spaces using ICE Government Furnished Equipment (GFE).



~~The Government has included a listing of all ICE locations and end users that will require support (Attachment 1, Site Map, Attachment 2, Site List, and Attachment 4, Foreign Office Map).~~ The Government will indicate those sites it considers to be key and which require on-site contract technical staff. This listing will be updated periodically.

(9) PERIOD OF PERFORMANCE

The period of performance will be for a task order base period of one year from the date of award including the initial transition period. The Government will continue these services for up to two one-year option periods for a total of three years.

PREDECESSOR CONTRACT: TEAMS III

The EAGLE ICE IT Operations Support task order will replace certain IT service support tasks provided under the TEAMS Bridge/TEAMS III contract (HSCEOP05A00001) with Northrop Grumman IT. However, ICE has moved engineering and development functions performed under TEAMS to other contracts and/or future EAGLE task orders. Under TEAMS III, the tasks addressed in this SOW were organized into three separate statements of work. A fourth statement of work covered engineering and development tasks.

TRANSITION

The Contractor shall propose a transition plan that would describe its proposed process to transition all services from the TEAMS III contract. The current support vehicle is expected to expire February 28, 2007 (an extension or a interim bridge contract with the current contractor is anticipated to cover the transition period) and the government expects that Contractor to reduce staffing levels as the new contractor transitions toward full service. The anticipated transition period is 90 days for the Enterprise Operations Center but is contingent on task order award and current funding levels. The Government expects the transition for the Field Operations task to be a transition "in place" for a period of 30 days. It is expected that the new contractor will acquire some current staffing resources to insure that services do not decline as the current contract phases out.

(10) SECURITY

The large majority of ICE sites to be supported under this task order process, store and transmit documents and information classified as Sensitive but Unclassified (SBU) and the ICE network and equipment carry the same SBU classification. However, the Contractor may be required to provide support for systems classified up to TOP SECRET at a small number of sites. This support should not include support of the Department of Homeland Security's HSDN classified network. Contractor personnel requiring access to sensitive information will be required to undergo the G-736 Pre-Employment Suitability Check and Standard Form 85 and/or Standard Form 86. Only U. S. Citizens or other eligible personnel can perform the work.

The Government will provide the Contractor with copies of applicable DHS regulations, Management Directives (MD) in the No. 4300 A series (Sensitive But Unclassified) and MD No. 4300 B (Defense Classification System).

ICE uses a Position Description Designation (PDD) process that is aligned with the personnel security process. PDDs are ICE-designed forms used as a cover sheet for the ICE SF-85



clearance packages. ICE OCIO approves PDDs before forwarding the security packages to ICE Personnel Security.



2 AMENDMENT/MODIFICATION NO P00002	3 EFFECTIVE DATE 09/24/2007	4 REQUISITION/PURCHASE REQ NO QPS01-07-0068 & 0071	5 PROJECT NO (if applicable)
ISSUED BY ICE/Info Tech Sys/IT Services	CODE ICE/TO/IT SERVIC	7 ADMINISTERED BY (if other than Item 6) ICE/Info Tech Sys/IT Services	CODE ICE/TO/IT SERVIC

ICE/Info Tech Sys/IT Services
Immigration and Customs Enforcement
Office of Acquisition Management
425 I Street NW, Suite 2208
Washington DC 20536

ICE/Info Tech Sys/IT Services
Immigration and Customs Enforcement
Office of Acquisition Management
425 I Street NW, Suite 2208
Attn: Damon K. McGill
Washington DC 20536

8 NAME AND ADDRESS OF CONTRACTOR (No street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP 62 SAN DIEGO CA 92121-1578	(x) 9A AMENDMENT OF SOLICITATION NO
CODE 0547812400000 FACILITY CODE	9B DATED (SEE ITEM 11)
	X 10A MODIFICATION OF CONTRACT/ORDER NO HSHQDC-06-D-00026 HSCEOP-07-J-00537 10B DATED (SEE ITEM 11) 06/29/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15 and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; and (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12 ACCOUNTING AND APPROPRIATION DATA (if required):
See Attachment A Net Increase: \$366,100.00

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 paving office appropriation date, etc.) SET FORTH IN ITEM 14 PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF 43.103(a)(3)
X	D OTHER (Specify type of modification and authority) Mutual agreement of the parties

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)

Tax ID Number: 95-3630868
DUNS Number: 054781240

The purposes of this modification are to restate CLINs 0006, 0012, 0112 and 0212; restate subCLINs 000601 and 001201; incorporate CLIN 0014 (Transition Facilities Move); fund subCLINs 000601, 001201 and 0014 as a result of these increases; incorporate FAR Clause 52.245-1 -- Government Property; correct block 2.1.1 of the 2004; and change the Contracting Officer's Technical Representative (COTR). CLINs 0006, 0012, 0112 and subCLINs 000601 and 001201 are being restated to increase their total contract value. These changes in total contract values are due to the transition facilities move (Enterprise Operations Center GFE move) and the purchase of phone system services in support of the ICE helpdesk. Accordingly, Task Order HSCEOP-07-J-00537 is hereby modified.

Continued ...

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) Anne L. White, Sr. Contract Mgr.	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Damon K. McGill
15B CONTRACTOR/OFFEROR <i>Anne L. White</i> (Signature of person authorized to sign)	16B UNITED STATES OF AMERICA <i>Damon K. McGill</i> (Signature of Contracting Officer)
15C DATE SIGNED 9/26/07	16C DATE SIGNED 26-SEP-07

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00001

PAGE OF
 2 3

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	as follows:				
	Discount Terms: (b)(4)				
	Delivery Location Code: ICE/CIO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536				
	FOB: Destination				
	Change Item 0006 to read as follows (amount shown is the total amount):				
0006	ICE Enterprise Operations Center (EOC) Tools Group total value \$458,150.50				0.00
	Change Item 000601 to read as follows (amount shown is the total amount):				
000601	ICE Enterprise Operations Center (EOC) Tools Group General OCIO funding Delivery: 365 Days After Award				378,114.50
	Change Item 0012 to read as follows (amount shown is the total amount):				
0012	Other Direct Cost (ODCs) total value \$351,239.70				0.00
	Change Item 001201 to read as follows (amount shown is the total amount):				
001201	Other Direct Cost (ODCs) General OCIO funding Delivery: 06/28/2007				337,796.70
	Add Item 0014 as follows:				
0014	ICE Enterprise Operations Center (EOC) Transition Facilities Move total value \$70,200.70 Delivery: 08/16/2007				70,200.70
	Change Item 0112 to read as follows (amount shown is the total amount): Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00001

PAGE OF
 3 3

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0112	Other Direct Cost (ODCs) Option Year One total value \$353,408.70 Amount: \$353,408.70 (Option Line Item) 06/28/2008 Change Item 0212 to read as follows (amount shown is the total amount):				0.00
0212	Other Direct Cost (ODCs) Option Year Two total value \$353,408.70 Amount: \$353,408.70 (Option Line Item) 06/28/2009 2. This Operations Center (EOC) Transition Facilities Move and phone system services shall be done in accordance with the Statements of Work proposed in SAIC's Contract Change Requests #1 and 2. 3. Incorporate FAR Clause 52.245-1 Government Property (June 2007) by reference under this order. 4. The purchase order number referenced in block 2(a.) of the DD Form 254 should read as follows: HSCEOP-07-J-00537. 5. The COTR under this order is hereby changed from Thomas R. Terrell to Cathy G. Merrill. 6. This modification increases the total amount of funds obligated to this Task Order by \$366,359.90 from \$25,804,782.00 to \$26,171,141.90. The total value of this Task Order including the one year base and two one year options is increased by \$ 921,229.30 from \$85,534,834.00 to \$86,456,063.30. 7. Except as modified herein all other terms and conditions of Task Order HSCEOP-07-J-00537 remain in full force and effect.				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. P00002	3. EFFECTIVE DATE 09/27/2007	4. REQUISITION/PURCHASE REQ. NO. OPS01-07-0072	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Washington DC 20536	CODE ICE/TC/IT SERVIC	7. ADMINISTERED BY (If other than Item 6) ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Attn: Damon K. McGill Washington DC 20536	CODE ICE/TC/IT SERVIC
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP G2 SAN DIEGO CA 921211578		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0547812400000		FACILITY CODE	
		X 10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00026 HSCEOP-07-J-00537	
		10B. DATED (SEE ITEM 11) 06/29/2007	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: \$4,800,000.00
SEE ATTACHMENT A

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:
X	D. OTHER (Specify type of modification and authority) 52.243-3 Changes Time and Material

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.)

Tax ID Number: 95-3630868

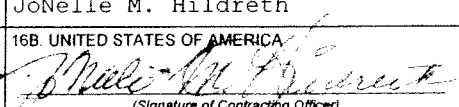
DUNS Number: 054781240

This modification is being issued at the request of the Government to ensure there are no interruptions for Help Desk Support. The modification will increase the contract value/ceiling, add Sub-CLIN 000103 in order to increase 287G funds, and change the contracting officer and the contract specialist.

1) The Government is increasing the total value of the contract from \$86,456,063.30 by \$41,846,187.70 to \$128,302,251.00.

2) Sub-CLIN 103, ICE Network Operations Center (NOC) 287(G) Program Funding adds
Continued ...

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) JoNelle M. Hildreth
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 28 Sep 2007

CONTINUATION SHEET

REFERENCE NO. OF I
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00002

MENT BEING CONTINUED

PAGE OF
 2 2

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>\$4,800,000 to support the 287G program.</p> <p>3) The contracting officer is changed from Damon K. McGill to JoNelle M. Hildreth.</p> <p>4) The contract specialist is changed from Damon K. McGill to Abeer Saleh.</p> <p>5) The total funded amount of the contract is increased from \$26,171,141.90 by \$4,800,000.00 to \$30,971,141.90</p> <p>6) The value of the contract is increased from \$86,456,063.30 by \$41,846,187.70 to \$128,302,251.00.</p> <p>Delivery: 30 Days After Award Discount Terms: (b)(4)</p> <p>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</p> <p>Add Item 000103 as follows:</p>				
000103	<p>ICE Network Operations Center (NOC) 287(g) Program Funding (ADDITIONAL FUNDING)</p>	1	LO	4,800,000.00	4,800,000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID / CODE		PAGE OF PAGES	
2 AMENDMENT/MODIFICATION NO		3 EFFECTIVE DATE		4 REQUISITION/PURCHASE REQ. NO.	
P00003		See Block 16C		OCTO-07-0004	
6 ISSUED BY		7 ADMINISTERED BY (If other than item 6)		5. PROJECT NO. (If applicable)	
ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Washington DC 20536		ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Attn: Abeer Saleh Washington DC 20536		ICE/TC/IT SE.	
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A AMENDMENT OF SOLICITATION NO		9B DATED (SEE ITEM 11)	
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP G2 SAN DIEGO CA 921211578		(x)			
CODE 0547812400000		FACILITY CODE		10A MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00026 HSCEOP-07-J-00537 10B DATED (SEE ITEM 11) 09/29/2007	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Attachment A Net Increase: \$2,309,694.00

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. 52.243-3 (Changes in Time and Materials)
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

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

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

Tax ID Number: 95-3630868

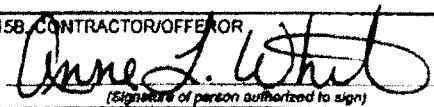

DUNS Number: 054781240

This modification is being issued at the request of the Government to ensure there are no interruptions for Help Desk Support. The modification will increase the contract funding amount. And add Sub-CLINS 104, Enterprise Operations and 105 Field Operations for a combined total of \$2,309,694.00

- 1) Sub-CLIN 104 Enterprise Operations is add in the amount of \$1,505,000.00
- 2) Sub-CLIN 105 Field Operations is added in the amount of \$804,694.00

Continued ...

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) Anne L. White, Sr. Contract Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JoNelle M. Hildreth	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	
15C. DATE SIGNED 11/8/07		16C. DATE SIGNED 8 Nov 2007	

CONTINUATION SHEET

REFERENCE OF DOCUMENT BEING CONTINUED
 HSHQDC- -D-00026/HSCEOP-07-J-00537/P00003

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NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT
	3) The total funded amount of the contract is increased from \$30,971,141.90 by \$2,309,694.00 to \$33,280,835.90 4) The total value of the contract remains unchanged at \$128,302,251.00. Delivery: 30 Days After Award Discount Terms: (b)(4) Delivery Location Code: ICE/CIO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536 FOB: Destination Add Item 000105 as follows:				
000105	IT FIELD OPERATIONS - OPLA	1	EA	804,694.00	804,694.
	Add Item 000104 as follows:				
000104	ENTERPRISE OPERATIONS - OPLA	1	EA	1,505,000.00	1,505,000

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID CODE	PAGE OF PAGES 1 2
2 AMENDMENT/MODIFICATION NO. P00004	3 EFFECTIVE DATE 11/05/2007	4 REQUISITION/PURCHASE REQ. NO.	5 PROJECT NO. (if applicable)
6 ISSUED BY ICE/Info Tech Svcs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Washington DC 20536	CODE ICE/TC/IT SERVIC	7 ADMINISTERED BY (if other than item 6) ICE/Info Tech Svcs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Attn: Damon K. McGill Washington DC 20536	CODE ICE/TC/IT SERVIC
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP G2 SAN DIEGO CA 921211578		(x) 9A AMENDMENT OF SOLICITATION NO.	9B DATED (SEE ITEM 11)
CODE 0547812400000	FACILITY CODE	X 10A MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00026 HSCEOP-07-J-00537	10B DATED (SEE ITEM 11) 11/05/2007

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 must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)
See Schedule

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14 PURSUANT TO THE AUTHORITY OF FAR 43.103(d).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF _____
X	D OTHER (Specify type of modification and authority) 52.243-3 Changes Time and Material

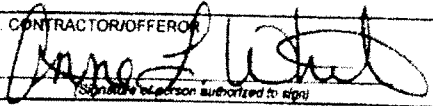
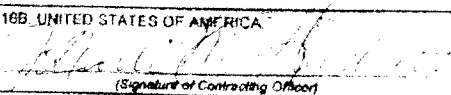
E. IMPORTANT: Contractor is not. is required to sign this document and return _____ copies to the issuing office

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

Tax ID Number: 95-3630868
DUNS Number: 054781240
Administrative Modification of the Task Order.

The purposes of this modification to the Task Order are (1) to permit the contractor, SAIC, to allow its employees to travel in the operational environment, without obtaining pre-travel authorization from the Contracting Officer's Technical Representative (COTR) in instances where the contractor's travel will be less than seventy-five (75) miles each way or a total of one hundred and fifty (150) miles for the roundtrip, as long as the SAC is made aware of the travel; and (2) to modify the Task Order to permit the contractor to use government-owned or leased vehicles, provided the Contractor is in complete compliance with Continued ...

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) Anne L. White, Sr. Contract Manager	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JONELLE M. HILDRETH
15B CONTRACTOR/OFFEROR 	15C DATE SIGNED 11/07/07
15D UNITED STATES OF AMERICA	15E DATE SIGNED 

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00004

PAGE OF
 2 2

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>41 CFR 101.38.301-1, and provides proof of compliance with the insurance requirements delineated in FAR 52.228-10 Vehicular and General Public Liability Insurance.</p> <p>This modification is being issued due to the fact that it is excessively burdensome to require the contractor to obtain pre-travel authorization from the COTR prior to trips which are shorter than one hundred and fifty (150) miles roundtrip. The modification permitting contractor use of government-owned and/or leased vehicles, will also allow the Contractor to better support the Government and allow ease of travel between facilities.</p> <p>Accordingly, Task Order HSCEOP-07-J-00537 is hereby modified as follows:</p> <p>Contractor is permitted to travel in the operational environment, without obtaining pre-travel authorization from the Contracting Officer's Technical Representative (COTR) in instances where the contractor's travel will be less than seventy-five (75) miles each way or a total of one hundred and fifty (150) miles for the roundtrip, as long as the SAC is made aware of the travel &;</p> <p>Contractor is permitted to use government-owned or leased vehicles, provided the Contractor is in complete compliance with 41 CFR 101.38.301-1, and provides proof of compliance with the insurance requirements delineated in FAR 52.228-10 Vehicular and General Public Liability Insurance.</p> <p>LIST OF CHANGES: Total Amount for this Modification: \$0.00 New Total Amount for this Version: \$0.00 New Total Amount for this Award: \$91,256,063.30</p>				

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ NO. 5. PROJECT NO: (If applicable)

P00005 11/14/2007 See Schedule

6. ISSUED BY CODE ICE/TC/IT SERVIC 7. ADMINISTERED BY (If other than Item 6) CODE ICE/TC/IT SERVIC

ICE/Info Tech Svs/IT Services
Immigration and Customs Enforcement
Office of Acquisition Management
425 I Street NW, Suite 2208
Washington DC 20536

ICE/Info Tech Svs/IT Services
Immigration and Customs Enforcement
Office of Acquisition Management
425 I Street NW, Suite 2208
Attn: Abeer Saleh
Washington DC 20536

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

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION
10260 CAMPUS POINT DRIVE
MAIL STOP G2
SAN DIEGO CA 921211578

9A. AMENDMENT OF SOLICITATION NO. (x)

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO. X
HSHQDC-06-D-00026
HSCEOP-07-J-00537

10B. DATED (SEE ITEM 11)
11/14/2007

CODE 0547812400000 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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)
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF 52.243-3 (Changes in Time and Materials)
	D. OTHER (Specify type of modification and authority)

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


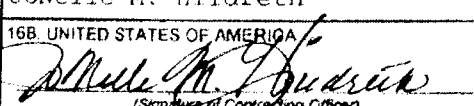
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)

DUNS Number: 054781240
This modification is being issued for the convenience of the government.
This modification will realign funds accordingly:

- a.) Decrease Clin 000102 by \$150,000; from \$301,384.00 to \$151,384.00;
- b.) Decrease Clin 000202 by \$100,000; from \$268,864.00 to \$168,864.00;
- c.) Decrease Clin 000302 by \$50,000; from \$143,306 to \$93,306.00;
- d.) Increase Clin 000402 by \$300,000; from \$92,490 to \$392,490.00;
- e.) Increase Clin 000105 by \$700,306; from \$804,694 to \$1,505,000.00;
- f.) Decrease Clin 000104 by \$700,306; from \$1,505,000.00 to \$804,694.00;

Continued ...

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) Anne L. White, Sr. Contract Manager	15C. DATE SIGNED 11/16/07	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JoNelle M. Hildreth	16C. DATE SIGNED Nov 27, 2007
15B. CONTRACTOR/OFFEROR 		16B. UNITED STATES OF AMERICA 	

CONTINUATION SHEET

REFERENCE NO DOCUMENT BEING CONTINUED
 HSHQDC-06 J-00026/HSCEOP-07-J-00537/P00005

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NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	g.) Decrease Clin 000103 by \$4,800,000; from \$4,800,000 to \$0.00; h.) Increase Clin 001101 by \$4,320,000; from \$12,535,507.00 to \$16,855,507.00; & i.) Increase Clin 001301 by \$480,000; from \$409,909.00 to \$889,909.00. All Other Terms and Conditions remain unchanged. Discount Terms: (b)(4) Delivery Location Code: ICE/CIO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536 FOB: Destination Change Item 000104 to read as follows (amount shown is the total amount):				
000104	ENTERPRISE OPERATIONS - OPLA Requisition No: OCIO-07-0004 Delivery: 30 Days After Award Accounting Info: See Attachment A Funded: -\$700,306.00 Change Item 000103 to read as follows (amount shown is the total amount):	1	EA	804,694.00	804,694.00
000103	ICE Network Operations Center (NOC) 287(g) Program Funding (ADDITIONAL FUNDING) Requisition No: OPS01-07-0072 Delivery: 30 Days After Award Accounting Info: SEE ATTACHMENT A Funded: -\$4,800,000.00 Change Item 000105 to read as follows (amount shown is the total amount):	1	LO	0.00	0.00
000105	IT FIELD OPERATIONS - OPLA Requisition No: OCIO-07-0004 Delivery: 30 Days After Award Continued ...	1	EA	1,505,000.00	1,505,000.00

CONTINUATION SHEET

REFERENCE NUMBER DOCUMENT BEING CONTINUED

HSHQDC-06 J-00026/HSCEOP-07-J-00537/P00005

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NAME OF OFFEROR OR CONTRACTOR

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: See Attachment A Funded: \$700,306.00				
000102	Change Item 000102 to read as follows (amount shown is the total amount): ICE Network Operations Center (NOC) 287(g) Program Funding Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: -\$150,000.00				151,384.00
000202	Change Item 000202 to read as follows (amount shown is the total amount): ICE Security Operations Center (SOC) 287(g) Program Funding Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: -\$100,000.00				168,864.00
000302	Change Item 000302 to read as follows (amount shown is the total amount): ICE Computer Security Incident Response Center (CSIRC) 287(g) Program Funding Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: -\$50,000.00				93,306.00
000402	Change Item 000402 to read as follows (amount shown is the total amount): Password Issuance and Control System (PICS) 287(g) Program Funding Requisition No: OPS01-08-0005 Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: \$300,000.00 Change Item 001101 to read as follows (amount Continued ...				392,490.00

CONTINUATION SHEET

REFERENCE NUMBER DOCUMENT BEING CONTINUED
 HSHQDC-06 J-00026/HSCEOP-07-J-00537/P00005

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the total amount):				
001101	ICE Field Operations General OCIO funding Requisition No: OPS01-08-0005 Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: \$4,320,000.00 Change Item 001301 to read as follows (amount shown is the total amount):				6,855,507.00
001301	Travel General OCIO funding Requisition No: OPS01-08-0005 Delivery: 365 Days After Award Accounting Info: SEE ATTACHMENT A Funded: \$480,000.00 Change Item 011001 to read as follows (amount shown is the total amount):				889,909.00
11001	ICE Computer Operations (Remote) Option Year OneOne General OCIO funding Amount: \$0.00 (Option Line Item) 06/28/2008 Delivery: 365 Days After Award Accounting Info: Funded: \$0.00				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. P00006		3. EFFECTIVE DATE 11/14/2007		4. REQUISITION/PURCHASE REQ NO OPS01-08-0009	
5. PROJECT NO (If applicable)		6. ISSUED BY CODE ICE/TC/IT SERVIC		7. ADMINISTERED BY (If other than Item 6) CODE ICE/TC/IT SERVIC	
CE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Washington DC 20536			ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Attn: Abeer Saleh Washington DC 20536		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP G2 SAN DIEGO CA 921211578			9A. AMENDMENT OF SOLICITATION NO. (X)		
CODE 0547812400000 FACILITY CODE			9B. DATED (SEE ITEM 11)		
			X 10A. MODIFICATION OF CONTRACT/ORDER NO HSHQDC-06-D-00026 HSCEOP-07-J-00537		
			10B. DATED (SEE ITEM 11) 11/14/2007		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted, or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: \$26,561.00
See Schedule

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

CHECK ONE X	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 52.243-3 (Changes in Time and Materials)
	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 1 copies to the issuing office

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


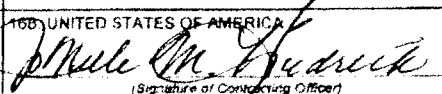
DUNS Number: 054781240
Delivery: 30 Days After Award
Discount Terms:
(b)(4)
Delivery Location Code: ICE/AS
ICE Assistant Secretary
Immigration and Customs Enforcement

Accounting Info:

(b)(2)Low

Continued ...

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) Anne L. White, Sr. Contract Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JoNelle M. Hildroth	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/16/07	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED Nov 27 2007

CONTINUATION SHEET

REFERENCE NO. DOCUMENT BEING CONTINUED
HSHQDC-06-00026/HSC20P-07-J-00537/P00006

PAGE 2

NAME OF OFFEROR OR CONTRACTOR
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0214	<p>(b)(2)Low</p> <p>FOB: Destination</p> <p>Add Item 0214 as follows:</p> <p>HARDWARE MAINT - PER CALL - ODC</p>	1	EA	26,561.00	26,561.00

A.3.6.4 Per-Call and Depot Maintenance

A.3.6.4.1 Per Call Maintenance

The Contractor shall provide per-call maintenance support, including diagnosis and correction of equipment malfunctions and failures, as necessary to restore the equipment to good working condition. **This section refers to repair of IT equipment only, not replacement.**

The Contractor shall initiate a ticket in REMEDY for each repair request that includes an estimate of the repair cost (to include shipping). The contractor may automatically approve the request in the following situations:

- The estimated cost of repair is less than 41% of the equipment's value.
- The equipment is not obsolete and can be repaired.
- The equipment has not been repaired more than twice in the last two months
- The cost of the repair does not exceed \$500.00.

The Contractor may automatically disapprove the request in the following situations:

- The estimated cost of repair exceeds 41% of the equipment's value
- The equipment is obsolete and cannot be repaired

The following situations must be referred to an ICE PCA Authorizing Official for approval/disapproval prior to any action being taken to repair the item:

- The cost of the repair exceeds \$500
- The equipment has been repaired twice in the last two months and the cost of those repairs, coupled with the estimated cost of the requested repair, exceed 41% of the value of the equipment.

The Approving Official will add the Per Call Authorization (PCA) number to the REMEDY ticket noting that it is approved for repairs with a dollar estimate not to exceed 41% of the original value of the equipment. The ticket will then be referred to the Hardware Maintenance Technical Assistance Center for action. The contractor will then contact their parts supplier, who will provide the part and ship it to the site for repair.

For each invoice period, the contractor will generate a report of all repair requests (approved and disapproved) to the COTR for the period of the invoice. The report will include the REMEDY Ticket Number, the estimated cost of repair, and the PCA number (if approval required). The cost of the repairs will be billed back to the government in the invoice by CLIN.

If the request is disapproved, a note will be sent via email to the requesting user explaining why the equipment cannot be repaired. At that point the ticket will be closed.

The vendor must notify the Task Monitor when funds expended reach 75% of the total amount funded, by CLIN.

A.3.6.4.2 Depot Maintenance

Depot maintenance is a full repair service performed at the depot facility. In general, depot maintenance applies to laptops in CONUS and all types of systems located at OCONUS sites.

ICE is responsible for shipping a failed item to the designated maintenance depot at ICE's expense.

The criteria for approval/disapproval delineated in Section A.3.6.4.2 Per Call Maintenance applies; **however**, all equipment proposed for depot maintenance must be forwarded via REMEDY to the ICE PCA Authorizing Official for final determination.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			TC FACTID CODE N/A	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. P00007		3. EFFECTIVE DATE 12/18/2007	4. REQUISITION/PURCHASE REQ. NO. OPS01-08-0006	5. PROJECT NO. (If applicable) N/A
ISSUED BY Info Tech/SVS/IT Services/TC Immigration and Customs Enforcement Office of Acquisition Management 425 I. St. NW, Suite 2208 Washington, DC 20536		CODE	7. ADMINISTERED BY (If other than Item 6) Info Tech/SVS/IT Services/TC Immigration and Customs Enforcement Office of Acquisition Management 425 I. St. NW, Suite 2208 ATTN: Abeer Saleh	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORP. 10260 Campus Point Drive Mail Stop G2 San Diego, CA 92121-1578			(X)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			(X)	10A. MODIFICATION OF CONTRACT/ORDER NO. HSCEOP-07-J-00537
				10B. DATED (SEE ITEM 13) 6/29/2007
CODE 0547812400000		FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
 or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT 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 your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule.

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input checked="" type="checkbox"/>	52.243-3 (Change in Time and Materials)
<input type="checkbox"/>	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).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
 Duns No. 054781240, Delivery 30 days after award. Discount Terms, (b)(4) Delivery Location CODE ICE/AS. ICE ASSISTANT SECRETARY, Immigration and Customs Enforcement.
 ADDITIONAL FUNDING ADDED TO ODC CLIN 0214 FOR HARDWARE MAINTENANCE TO INCREASE AMOUNT FROM \$26,561.00 (+\$55,000) TO \$81,561.00.

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) ANNE WHITE, SR. CONTRACT MANAGER, SAIC	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) MAXINE D. EDWARDS, CONTRACTING OFFICER
15B. CONTRACTOR/OFFEROR 	16B. UNITED STATES OF AMERICA
15C. DATE SIGNED 12.17.07	16C. DATE SIGNED 12/21/07

INSTRUCTIONS

Instructions for items other than those that are self-explanatory, are as follows:

(a) Item 1 (Contract ID Code). Insert the contract type identification code that appears in the title block of the contract being modified.

(b) Item 3 (Effective date).

- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.

(c) Item 6 (Issued By). Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.

(d) Item 8 (Name and Address of Contractor). For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.

(e) Item 9, (Amendment of Solicitation No. - Dated), and 10, (Modification of Contract/Order No. - Dated). Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.

(f) Item 12 (Accounting and Appropriation Data). When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries.

(1) Accounting classification _____
 Net increase \$ _____

(2) Accounting classification _____
 Net decrease \$ _____

NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".

(g) Item 13. Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)

(h) Item 14 (Description of Amendment/Modification).

(1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document

(2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:

- (i) Total contract price increased by \$ _____
- (ii) Total contract price decreased by \$ _____
- (iii) Total contract price unchanged.

(3) State reason for modification.

(4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.

(5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to --

- (i) A reference to the letter determination; and
- (ii) A statement of the net amount determined to be due in settlement of the contract.

(6) Include subject matter or short title of solicitation/contract where feasible.

(i) Item 16B. The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID CODE		PAGE OF PAGES 1 4	
2 AMENDMENT/MODIFICATION NO. P00008		3 EFFECTIVE DATE See Block 16C		4 REQUISITION/PURCHASE REQ. NO	
5 PROJECT NO (if applicable)		6 ISSUED BY ICE/TC/IT SERVIC		7 ADMINISTERED BY (if other than item 6) ICE/TC/IT SERVIC	
ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Washington DC 20536		ICE/Info Tech Svs/IT Services Immigration and Customs Enforcement Office of Acquisition Management 425 I Street NW, Suite 2208 Attn: Abeer Saleh Washington DC 20536			
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SCIENCE APPLICATIONS INTERNATIONAL CORPORATION 10260 CAMPUS POINT DRIVE MAIL STOP G2 SAN DIEGO CA 921211578		9A AMENDMENT OF SOLICITATION NO (x)		9B DATED (SEE ITEM 11)	
CODE 0547812400000 FACILITY CODE		X 10A MODIFICATION OF CONTRACT/ORDER NO HSHQDC-06-D-00026 HSCEOP-07-J-00537		10B DATED (SEE ITEM 11) 06/29/2007	

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 6 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

(b)(2)Low

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

CHECK ONE X	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. 52.243-3 (Changes in Time and Materials)
	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)

DUNS Number: 054781240

ICE OCIO has realigned the functions of the Security Operations Center (SOC) and the Computer Security Incident Response Center (CSIRC). Previously, both of these functions resided within the OCIO Operations Division. By this modification, the functions, personnel, and funding associated with these functions is realigned between the OCIO Information Assurance Division (IAD) and the Operations Division.

Four (4) specific changes included in this modification are as follows:

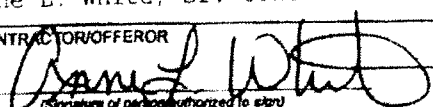
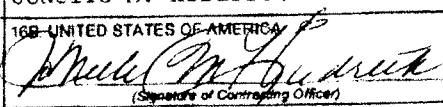
1. Discontinue the use of the old SOC and CSIRC CLINs:

201 - SOC

202 - SOC 287g

Continued ...

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) Anne L. White, Sr. Contract Manager		15B. DATE SIGNED 1/31/08		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JoNelle M. Hildreth		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED 5 Feb 2008	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)				16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)					

1540-01-152-8070

Previous edition unusable

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

NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	301 - CSIRC 302 - CSIRC 287g 2.Combine the SOC and CSIRC functions into two (2) new CLINS: 1501 - SOC/CSIRC 1502 - SOC/CSIRC 287g 3.Realign the SOC/CSIRC functions as follows: Functions to be performed by IAD and be covered by CLINS 1501 and 1502. a.Decrease CLIN 000201 by \$487,305.00 to \$720,000.00 b.Decrease CLIN 000202 by \$168,864.00 to \$0 c.Decrease CLIN 000301 by \$453,497.00 to \$190,000.00 d.Decrease CLIN 000302 by \$93,306.00 to \$0 e.Increase CLIN 001501 by \$584,822.86 to \$584,822.86 f.Increase CLIN 001502 by \$162,970.54 to \$162,970.54 g.Increase CLIN 000101 by \$355,979.14 to \$1,709,309.14 h.Increase CLIN 000102 by \$99,199.46 to \$250,583.46 Delivery: 365 Days After Award Delivery Location Code: ICE/CIO ICE Chief Information Officer Immigration and Customs Enforcement 801 I Street, NW Suite 700 Washington DC 20536 Change Item 000102 to read as follows (amount shown is the total amount): 000102 ICE Network Operations Center (NOC) 287(g) Program Funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES Change Item 000101 to read as follows (amount shown is the total amount): Continued ...				250,583.46

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00008

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NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
000101	ICE Network Operations Center (NOC) General OCIO funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				1,709,309.14
	Change Item 000202 to read as follows (amount shown is the total amount):				
000202	ICE Security Operations Center (SOC) 287(g) Program Funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				0.00
	Change Item 000201 to read as follows (amount shown is the total amount):				
000201	ICE Security Operations Center (SOC) General OCIO funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				720,000.00
	Change Item 000301 to read as follows (amount shown is the total amount):				
000301	ICE Computer Security Incident Response Center (CSIRC) General OCIO funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				190,000.00
	Change Item 000302 to read as follows (amount shown is the total amount):				
000302	ICE Computer Security Incident Response Center (CSIRC) 287(g) Program Funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				0.00
	Change Item 010501 to read as follows (amount shown is the total amount):				
	Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-06-D-00026/HSCEOP-07-J-00537/P00008

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NAME OF OFFEROR OR CONTRACTOR
 SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
010501	ICE Help Desk One General OCIO funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES Change Item 010502 to read as follows (amount shown is the total amount):				584,822.86
010502	ICE Help Desk One 287(g) Program Funding Product/Service Code: D399 Product/Service Description: OTHER ADP & TELECOMMUNICATIONS SERVICES				162,970.54

Statement of Work for Modification of
EAGLE IT Operations Task Order
(HSCEOP-07-J-00537)
Realignment of SOC/CSIRC Functions

ICE OCIO has realigned the functions of the Security Operations Center (SOC) and the Computer Security Incident Response Center (CSIRC). Previously, both of these functions resided within the OCIO Operations Division. By this modification, the functions, personnel, and funding associated with these functions is realigned between the OCIO Information Assurance Division (IAD) and the Operations Division.

Four (4) specific changes included in this modification are as follows:

1. Discontinue the use of the old SOC and CSIRC CLINs:

- 201 - SOC
- 202 - SOC 287g
- 301 - CSIRC
- 302 - CSIRC 287g

2. Combine the SOC and CSIRC functions into two (2) new CLINS:

- 1501 - SOC/CSIRC
- 1502 - SOC/CSIRC 287g

3. Realign the SOC/CSIRC functions as follows:

Functions to be performed by IAD and be covered by CLINS 1501 and 1502.

Function	Activities
Anti-virus Management	<ul style="list-style-type: none"> ▪ Signature coverage ▪ Scanning reviews ▪ New virus/threat analysis
Audit Log Management	<ul style="list-style-type: none"> ▪ Monitoring of security events ▪ Correlation of security events between systems
Firewall Management	<ul style="list-style-type: none"> ▪ Rule/Policy Reviews ▪ Configuration Change Reviews ▪ Activity and Audit Log Reviews
Security Patching	<ul style="list-style-type: none"> ▪ Receipt and review of notices from DHS-SOC ▪ Analysis of environmental risk ▪ Communication to OPS-NOC of patching requirements ▪ Monitoring of rollout status
Vulnerability Scanning	<ul style="list-style-type: none"> ▪ Perform regular scans to determine security posture of ICE environment
Incident Response Management	<ul style="list-style-type: none"> ▪ Oversight to manage security incidents ▪ Perform initial triage of security incidents ▪ Work with the Joint Intake Center on incident determination
Intelligence Support	<ul style="list-style-type: none"> ▪ Review fusion information from DHS ▪ Ensure subsequent threats are mitigated
Intrusion Detection	<ul style="list-style-type: none"> ▪ Monitor and analysis of events

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Function	Activities
Management	<ul style="list-style-type: none"> ▪ Responding to valid events ▪ Setting and implementing policies or event exceptions ▪ Activating new signatures
Penetration Testing / Red Team	<ul style="list-style-type: none"> ▪ Coordination or performance of regular external tests ▪ Review and validation of results with OPS NOC
Risk Assessment	<ul style="list-style-type: none"> ▪ Perform or manage risk assessments ▪ Coordinate review of findings ▪ Resolution of findings
SOC Online/DHS SOC Affiliation	<ul style="list-style-type: none"> ▪ Review and respond to the DHS-SOC ▪ Report ISVN and SEN status
Security Reporting	<ul style="list-style-type: none"> ▪ Security Metrics generation and issuance ▪ Security follow-up tracking lists for OPS - regular issuance and oversight of task closure ▪ Security event reporting to DHS-SOC

Functions that Operations Division will continue to perform within the Network Operations Center (NOC) - CLINS 101/102.

Function	Activities
Anti-virus Management	<ul style="list-style-type: none"> ▪ Agent installation ▪ Agent problem resolution ▪ Signature rollouts ▪ Regular scans ▪ Virus clean-up
Audit Log Management	<ul style="list-style-type: none"> ▪ Configuring systems following 4300A requirements ▪ Monitoring of system events
Firewall Management	<ul style="list-style-type: none"> ▪ Rule/Policy Changes ▪ System Troubleshooting ▪ Problem Resolution
Security Patching	<ul style="list-style-type: none"> ▪ Work with Security Engineering to test patch ▪ Set Rollout schedule ▪ Communicate rollout and patch systems
Vulnerability Scanning	<ul style="list-style-type: none"> ▪ Perform regular scans to determine individual patch rollout status
Incident Response Management	<ul style="list-style-type: none"> ▪ Supporting the technical operations responding to possible intrusions.
Intelligence Support	<ul style="list-style-type: none"> ▪ Report/provide status that subsequent threats are mitigated
Intrusion Detection Management	<ul style="list-style-type: none"> ▪ Maintenance of physical server ▪ Upgrade of products
Penetration Testing / Red Team	<ul style="list-style-type: none"> ▪ Resolution of applicable findings

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Function	Activities
Risk Assessment	<ul style="list-style-type: none"> ▪ Review of findings ▪ Resolution of findings
SOC Online/DHS SOC Affiliation	<ul style="list-style-type: none"> ▪ Report potential incidents, ISVM and SEN statuses to IAD SOC
Security Reporting	<ul style="list-style-type: none"> ▪ Review and input into metrics

4. Realign personnel and funding from the original CLINS 201/202 as follows
- a. Decrease CLIN 000201 by \$487,305.00 to \$720,000.00
 - b. Decrease CLIN 000202 by \$168,864.00 to \$0
 - c. Decrease CLIN 000301 by \$453,497.00 to \$190,000.00
 - d. Decrease CLIN 000302 by \$93,306.00 to \$0
 - e. Increase CLIN 001501 by \$584,822.86 to \$584,822.86
 - f. Increase CLIN 001502 by \$162,970.54 to \$162,970.54
 - g. Increase CLIN 000101 by \$355,979.14 to \$1,709,309.14
 - h. Increase CLIN 000102 by \$99,199.46 to \$250,583.46

Note: this SOW is accompanied by requisition #: OPS01-08-0016