CSC/Datatrac Information Services Technical Proposal Discussion Issues

Issue 1: Offeror does not clearly identify location of neither its data center nor the existence and location of a back-up data center.

Question 1: Will the offeror provide the data-center information?

CSC/Datatrac Response: CSC/Datatrac regrets our proposal did not clearly explain our primary data center. **<REDACTED>**

In Section 4.2.3.3 of our original proposal response (Figure 4-14) our network schematic shows that **<REDACTED>** Our Final Proposal Revision will be modified, as shown below, to reflect this clarification.

4.2.3.3   Network Design (C.7.3)

<REDACTED>

Figure 4-14. Proposed Basic Network Scheme for the GSA Multi-channel Contact Center

<REDACTED>

Issue 2: If the offeror has only one data center, are back-up data restored remotely or electronically or are tapes physically transported?

Question 2: Will the offeror provide the details on data back-up?

CSC/Datatrac Response: CSC/Datatrac regrets our proposal did not clearly explain our back-up procedures. **<REDACTED>**

Back-up procedures were discussed in Section 4.3.1.1.4 of our proposal. We will modify this section, as shown below, in our Final Proposal Revision to provide details on our data back-up.

4.3.1.1.4   Data Recovery (L.7.2.1.5.3/C.3.5.5.4.3)

<REDACTED>

Issue 3: The offeror did not provide specific plan for achieving C&A.

Question 3: Will the offeror provide its plans for achieving Certification and Accreditation?

CSC/Datatrac Response: CSC/Datatrac regrets our proposal did not clearly provide our planning approach to achieving Certification and Accreditation (C&A). For each customer engagement that requires C&A, we will develop tailored plans that are aligned with NIST SP 800-18 for achieving system C&A. Our Final Proposal Revision will be modified, as shown below, to explain our approach to C&A planning and execution.

6.1.1   Experience with Certification and Accreditation (L.7.2.1.7/M.2.1.4)

The solutions and practices contained in this section have been successfully used by CSC/Datatrac to support systems C&A for a number of Federal customers, **<REDACTED>**

CSC/Datatrac developed, implemented, and currently maintains a Security Plan for each of these customers in accordance with NIST SP 800-18 and other customer-specific security regulations and directives, to include the following documents:

<REDACTED>	<REDACTED>
<REDACTED>	<REDACTED>
<REDACTED>	<REDACTED>
<REDACTED>	<REDACTED>

CSC

<REDACTED>

<REDACTED>

<REDACTED>