

**U.S. DEPARTMENT OF HOMELAND SECURITY**

**TASK ORDER FOR**

**Information Technology**

**Network Operations Virtual Alliance (ITNOVA)**

**Program Management Office (PMO) Execution**



**APRIL 11, 2008**

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## **C.1 GENERAL INFORMATION**

### **C.1.1 INTRODUCTION**

The contractor shall provide all labor to complete the services herein in accordance with the terms, conditions, and specifications of the resulting Task Order. The contractor shall assume total responsibility for all requirements performed by incumbent contractors whose period of performance expires on or by the start of this Task Order on the commencement date of the performance period. In those instances where incumbent contractor periods of performance expire after the commencement date of this task order, the contractor shall assume responsibility of those requirements based upon the Government approved transition plan. The contractor shall provide Program Management Office (PMO) support services to the Department of Homeland Security (DHS) headquarters and the department's Associated Components through this Task Order under the Enterprise Acquisition Gateway for Leading Edge Solutions (EAGLE) Information Technology Support Services Contract. The contractor shall perform PMO activities such as the management, operational and technical controls associated with:

- Program Management
- Security

### **C.1.2 BACKGROUND**

In March 2003, the Congress passed the Homeland Security Act of 2003 (Public Law 107-296) creating a single department from 22 components that had previously resided in other agencies. One primary reason for the establishment of the Department of Homeland Security (DHS) was to provide the unifying core for the vast national network of organizations and institutions involved in efforts to secure our nation.

To comply with the new legislative requirement, the President directed the DHS Secretary to integrate the 22 legacy components into one organization and the DHS Secretary stated his objective to centrally manage services, including Information Technology (IT).

The following list contains the major components that currently make up the DHS:

- Office of the Secretary
- Citizenship and Immigration Services, Ombudsman (CISOMB)
- Civil Rights and Civil Liberties (CRCL)
- Counter Narcotics Enforcement (CNE)
- Domestic Nuclear Detection Office (DNDO)
- Executive Secretariat (ESEC)
- Federal Emergency Management Agency (FEMA)
- Office of the General Counsel (OGC)
- Gulf Coast Region (GCR)
- Office of Health Affairs (OHA)
- Office of Intelligence and Analysis (I&A)

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- Management Directorate (includes OCIO)
- Military Advisor's Office (MIL)
- National Protection and Programs Directorate (NPPD)
- Office of Inspector General (OIG)
- Office of Legislative Affairs (OLA)
- Office of Operations Coordination (OPS)
- Office of Policy (PLCY)
- Chief Privacy Officer (PRIV)
- Office of Public Affairs (OPA)
- United States Citizenship and Immigration Services (USCIS)
- United States Coast Guard (USCG)
- United States Customs and Border Protection (CBP)
- Federal Law Enforcement Training Center (FLETC)
- United States Immigration and Customs Enforcement (ICE)
- United States Secret Service (USSS)
- Transportation Security Administration (TSA)
- Other Federal/State/Local/Tribal Government organizations

The DHS Management Directorate is responsible for budgets and appropriations, expenditure of funds, accounting and finance, procurement, human resources, information technology systems, facilities and equipment, and the identification and tracking of performance measurements. Their mission is to ensure the DHS's more than 170,000 employees have well-defined responsibilities and those managers and their employees have effective means of communicating with one another, with other governmental and nongovernmental bodies, and with the public, they serve.

The DHS Office of the Chief Information Officer (OCIO) falls under the Management Directorate. Within the OCIO is the Program Management Office (PMO) and the purpose of the PMO is to accomplish work associated with the OCIO, Information Technology Services Office, to meet the DHS objectives for this critical program, as well as to implement the guidance and recommendations of the stakeholders.

### **C.1.3 SPAN OF SUPPORT**

The contractor shall provide the DHS OCIO and its component customers, program management support services and oversight for the Information Technology Network Operations Virtual Alliance (ITNOVA) Operations and Maintenance (O&M) task order, and other current and future information technology contracts. Contractor provided program management support services include overall management of the Information Technology Services Office operations (i.e., task order management, risk management, analyzing program performance and level of effort, providing value earned support and program controls for cost, schedule and performance reports, preparing briefings, technical reports and other documentation, resource execution, program planning, and overall program quality assurance). The contractor shall provide program management support services

that conform to service management standards utilizing the Information Technology Infrastructure Library (ITIL) framework.

## **C.1.4 GENERAL REQUIREMENTS**

### **C.1.4.1 Contractor Responsibilities**

The Government requires that the contractor adhere to and follow all applicable executive orders, presidential directives, other federal and DHS laws, federal orders management policies, handbooks, guidelines, processes, and procedures provided in Section C.6. The contractor shall take initiative to identify, respond to problems, and propose solutions for issues that have a potential negative impact to the mission environment. The contractor shall analyze the operational environment, identify and propose solutions to improve the efficiency and effectiveness of OCIO Operations from both a technology and program management perspective.

C.1.4.1.1 The contractor shall demonstrate a proactive and technologically aggressive methodology to identify and pursue advancements, forecast IT trends and provide a comprehensive system of support. The support shall include conducting frequent and thorough market research of new or updated IT technologies, equipment, acquisition, and availability including software based reporting and perform subjective and comparative analysis to existing DHS technology. If authorized by the COTR, the contractor shall perform theoretical performance evaluations of current IT capabilities and propose recommended IT advancements.

C.1.4.1.2 Administrative Services: The contractor shall perform all related administrative services such as, material requisitioning, Quality Control (QC), financial control (cost control and savings), status and tracking reports, correspondence, program control services, and earned value management reporting (where applicable). The contractor shall also maintain accurate and complete records, files, and libraries of or access to documents such as, Federal, state, and local regulations, codes, laws, technical manuals, manufacturer's instructions, Standard Operating Procedures (SOPs), processes, policies, and recommendations, which are necessary and related to the functions being performed. The contractor shall support DHS during audits and inspections, and provide support and responses to audit and inspection items (internal and external).

C.1.4.1.3 Submittal of Reports and Information: The contractor shall compile data, prepare required reports, and submit information as specified by the Contract Data Requirements Lists (CDRLs), Section C.8, and as presented in this Task Order. If a CDRL does not have a pre-defined format, the contractor shall coordinate the deliverable format with the COTR. The reports include daily, weekly, monthly, and annual reports the contractor shall submit at the specified time. The COTR will forward the approved reports to the proper Government element.

C.1.4.1.4 Ad hoc Requirements: Upon notification from the Government, the contractor shall provide management and technical information to the Government such as: (CDRL C.1.4-1 Ad hoc Requirements)

- Technical evaluation of suggestions
- Input for staff studies

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- Fact sheets
  - Audits
  - Congressional inquiries
  - One-time reports, e.g. management briefs, environmental assessments, program planning, strategy development
  - Material, equipment, facilities, and other property listings or inventories
  - Equipment maintenance records
  - Recommendations for amending, revising, or originating Government regulations or policies within the scope of this Task Order
- C.1.4.1.5 Paper File Archiving: The contractor shall prepare all correspondence in and maintain all files using DHS specific, and generally accepted commercial industry standards in accordance with the appropriate current National Archives and Record Administration (NARA), and General Records Schedule (36 Code of Federal Regulations (CFR) 122014 and 44 U.S.C. 3301). The website at <http://www.archives.gov/records-mgmt/ardor/records-schedules.html> contains the index of NARA schedules. All contractor files, records, and documents maintained in the performance of this Task Order are Government property and the contractor shall return them upon completion or termination of the work. However, internal contractor business files are not Government property.
- C.1.4.1.6 Electronic File Archiving: The contractor shall provide daily, weekly, and monthly electronic file and system backups with copies provided at both an on site and off site storage location, per Government established processes and procedures.
- C.1.4.1.7 Freedom of Information Act (FOIA) and Privacy Act Programs: The contractor shall comply with all aspects of the Freedom of Information Act and Privacy Act programs. Only the Government can release information under FOIA. The contractor shall submit FOIA or the Privacy Act requests for information to the CO with a written explanatory statement recommending a course of action based on the applicable Act requirements. See Homeland Security Acquisition Regulation 305.242-71 clause for additional information. (CDRL C.1.4-2 FOIA or Privacy Act Requests for Information)
- C.1.4.1.8 Document Management: For all deliverables within this Task Order, the contractor shall implement document management to include version control and comment resolution such that each release has a clear inventory of comments accepted/rejected as part of the version.
- C.1.4.1.9 Configuration Management Requirements: The contractor shall comply with the DHS Configuration Management requirements for all equipment, hardware, system software, applications software (both source and executable), data files, and control-language.
- C.1.4.1.10 Enterprise Architecture Compliance: All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures as it relates to this Task Order. Specifically, the contractor shall comply with the following Homeland Security Enterprise Architecture (HLSEA) requirements:
- All developed solutions and requirements shall comply with the HLSEA



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- All IT hardware or software shall comply with the HLSEA Technical Reference Model (TRM) Standards and Products Profile
- The contractor shall submit all data assets, information exchanges and data standards, whether adopted or developed to the DHS Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model

### **C.1.5 LAYOUT OF SECTION C**

#### **C.1.5.1 Section C Contents**

C.1.5.1.1 Section C Structure: The following bullets identify the structure of Section C in this Task Order:

- C-1: General Information
- C-2: Definitions
- C-3: Government-Furnished Property (GFP), Materials, and Services
- C-4: Contractor-Furnished Property and Services
- C-5: Scope of Work
- C-6: Applicable Laws, Publications, and Forms
- C-7: Technical Exhibits
- C-8: Contract Data Requirements List (CDRL)

Paragraphs in Section C-1 all begin with the number "1," paragraphs in Section C-2 all begin with the number "2," and the pattern continues for the other sections.

C.1.5.1.2 Functional Areas: Section C-5, Scope of Work, contains the Functional Areas and the organization of the Functional Areas into the following broad work categories:

- 5.1 Program Management Office Requirements
- 5.2 Security Services

#### **C.1.5.2 Other Document Information**

C.1.5.2.1 Pagination: Pagination for all parts of the document is sequential with the prefix of "C" designating this as the Task Order Section of a Request for Proposal (RFP). Technical Exhibits (TEs) have page numbers in relation to their TE title. For example, page three of TE C.5.2.-001 is shown as page number TE C.5.2.-001-03 to indicate that it is the third page of TE C.5.2.-001.

C.1.5.2.2 Technical Exhibits: TEs provide supplementary information in forms of text, tables, graphs, or maps. Any part of the Task Order may reference TEs. TEs for Section C have a 5-digit number that links them to a designated Task Order Section. For example, TE C.5.3-002 is the second TE referenced from Sub-Functional Area 5.3. Section C-7 contains all TEs except those maintained on the DHS Interactive website.

C.1.5.2.3 Contract Data Requirements List (CDRL): The contractor shall compile historical data, prepare required reports, and submit information as specified by

CDRLs in this Task Order. CDRLs may be referenced from any part of the Task Order. CDRLs for Section C have a three-digit number, which links them to a designated Task Order Section, e.g., CDRL C.5.3-1, is the first CDRL referenced in Section C.5.3. A listing of all CDRLs is located in Section C-8 of this Task Order.

C.1.5.2.4 Other Document Information: As a rule, the term "contractor" refers to the contractor who is contracted to provide service on this Task Order. The term "associate contractor" refers to all other contractors with whom the contractor may interact with in the performance of their duties on this Task Order.

## **C.1.6 REQUIRED REPORTS AND MEETINGS**

### **C.1.6.1 Contract Administration**

**Workload Data Collection and Analysis:** The contractor shall collect, analyze, maintain and provide to the COTR on a monthly basis and upon request workload data for all of the specific requirements identified in the Performance Requirements Summary (PRS) identified in TE C.1.6-001. The contractor shall provide to the COTR for approval a proposed format indicating workload data within 20 business days of Task Order award. The contractor shall track all workload data by functional service area from Task Order start date, throughout the life of the Task Order, and provide a monthly report of the data to the COTR. The contractor shall analyze monthly data and determine the level and frequency of data necessary to capture, and provide recommended initiation or adjustments of systems and methods to accurately capture the necessary detail of workload data. In addition, the contractor shall provide the COTR an annual workload data report that summarizes the monthly workload data, identifies trends and statistical variations, and provides a logistical forecast for future years, by the last business day of each fiscal year. (CDRL C.1.6-1, Monthly and Annual Workload Data Reports)

C.1.6.1.1 Performance Requirements: The contractor shall attain the performance requirements depicted in TE C.1.6-001, the PRS. The contractor can provide suggestions to the COTR for refinement and adjustment of the performance requirements during the transition period. The COTR will evaluate the suggestions and notify the contractor in writing of any changes to the performance requirements, at least 20 business days prior to implementing the adjusted performance requirements.

### **C.1.6.2 Required Reports**

C.1.6.2.1 Weekly Status Report: The contractor shall submit a Weekly Status Report to the COTR no later than 9:00 am each Tuesday, including one hard copy and an electronic file of the report. The Weekly Status Report shall include the following: (CDRL C.1.6-2 Weekly Status Report)

- Activities and accomplishments in each functional area during previous week
- Task Order status (e.g., completed activities, current activities, activities planned for the following 2 weeks, issues or problems anticipated or encountered and proposed or implemented resolution) review of any associated project plan
- Project related issues/problems by functional area and actions taken/planned to resolve those issues/problems, and cost impact, if any
- Summary of any actual, planned or anticipated staffing changes

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- Summary of any actual, planned or anticipated changes to procedures
- Summary of any actual or potential problems with procurement, asset management, and IT Library activities
- Summary of any issues regarding achievement of performance standards
- Projected date when funds will be exhausted, if applicable
- Activities planned for the next week
- Actions required of DHS

C.1.6.2.2 Monthly Performance Summary Report: The contractor shall provide the COTR with a Monthly Performance Summary Report evaluating their performance in terms of the Performance Standards. The contractor shall submit the report no later than the fifth business day of each month and shall include the quantitative data and calculations. The report must provide sufficient detail to allow auditing to the databases and other performance records maintained by the contractor. The report must provide the results of monitoring and simulations including the number of occurrences, the number of successful occurrences and the calculated percentage of successful occurrences. The report must list earned value management reporting as part of performance reporting in accordance with DHS guidance, and the date, time and duration of interruptions to scheduled work. (CDRL C.1.6-3 Monthly Performance Summary Report)

C.1.6.2.3 Monthly Quality Control Report: The contractor shall submit a Quality Control Report to the COTR no later than the 10th business day of each month. The report shall summarize the information included in the Monthly Performance Summary Report and include a list of the tasks inspected, the number of completed tasks sampled, and the number of tasks determined by the Government as acceptably performed. The contractor shall provide a copy of the metrics data along with analysis to the COTR as part of the report. The contractor shall also include a summary of customer evaluations including the number received, a description of any evaluations with negative comments or complaints and the corrective actions taken. The contractor shall identify any tasks that fail to meet the performance standards specified in the Contract and shall describe the actions taken to correct performance. (CDRL C.1.6-4 Monthly Quality Control Report)

C.1.6.2.4 List of Plans: TE-C.1.6-002 contains a comprehensive list of plans the contractor shall develop, maintain, and update.

### **C.1.6.3 Required Meetings**

The contractor's key staff shall attend meetings and provide status reports as outlined below. Status reports are due even in the event of the cancellation of meetings. Due to the parties' geographical locations, status meetings may be accomplished via telephone conferencing with the agreement of the Government.

C.1.6.3.1 Contract Administration Review (Monthly): The objective of the Contract Administration Review (CAR) is for DHS and the contractor to provide management consultation and assistance when resolving task order performance issues that will enhance efficiency and effectiveness and mission performance component-wide. Furthermore, the CAR will also ensure that Task Order standards conform to DHS expectations.

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C.1.6.3.1.1 The contractor's key staff (e.g., Program Manager and Project Managers) shall attend a monthly Contract Administration Review Status Meeting with representatives from the OCIO and Office of Procurement Operations – Information Technology Acquisition Center (OPO-ITAC). The contractor shall brief attendees on contractual issues that may affect Task Order performance or schedule such as, action items from previous meetings (open action items, long-term action items, and action items closed during period). The contractor shall prepare and deliver the monthly meeting agenda by close of business at least two business days prior to the scheduled meeting. The CAR agenda shall contain the following items: (CDRL C.1.6-5 Monthly CAR Agenda)

- Action items from previous status meetings
- Open action items
- Long-term action items
- Action items closed during the period
- Items for discussion regarding status of funds expended
- Items for discussion regarding leadership, services, process compliance and general assessments/comments
- Items for discussion regarding customer service and performance evaluation

C.1.6.3.1.2 The contractor shall prepare and distribute meeting minutes documenting issues, decisions, assignments, and pending matters from the status meeting. (CDRL C.1.6-6 Monthly CAR Minutes)

C.1.6.3.2 Program Management Review and Report (Quarterly): The objective of the Program Management Review (PMR) is to determine the state of the PMO program in a systematic on-going manner to manage risks. The health of the PMO program will consist of assessments in the following subject areas:

- Leadership
- Customer support
- Sound business judgment
- Implementation of high priority actions
- Policy initiative
- Statutory compliance
- Accuracy and responsiveness of data collection

C.1.6.3.2.1 The contractor shall attend a quarterly Program Management Review (PMR) with representatives from the Office of the Chief Information Officer (OCIO) and the OPO-ITAC. The contractor shall prepare and deliver a meeting agenda and a status report. The contractor shall brief attendees on issues that may affect on-time completion of project milestones and deliverables. (CDRL C.1.6-7 PMR Agenda)

C.1.6.3.2.2 The contractor shall provide a status report for each meeting. The report will provide highlights of the accomplishments for the reporting period, activities

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anticipated for the next reporting period, outstanding issues and recommendations for resolution, and resolved issues since the previous reporting period. (CDRL C.1.6-8 PMR Status Report)

C.1.6.3.2.3 The contractor shall prepare and distribute a PMR status report with accompanying agenda documenting the status of issues, decisions, assignments, and pending matters from the PMR. The contractor shall prepare and deliver the quarterly status report and agenda by close of business at least two business days prior to the scheduled PMR. Each PMR status report and agenda shall contain a heading with the following information at a minimum:

- Contract number
- Task order number
- Contractor name, PM name and phone number
- Date of award
- Period of performance
- Award amount

C.1.6.3.2.4 To assist DHS in compiling useful data on work performed under this contract, each status report shall contain the following support items:

- A brief, factual summary of technical progress made for each task during the reporting period
- Customer support metrics (general user queries, FOIA requests received, completed, and in progress)
- Level of Effort Metrics (for each task/activity performed include Level of Effort, Available Range of Hours, Actual Hours Used, Task Order Occurrences, and Occurrences Remaining). Any significant problems and their effects, causes, proposed corrective actions, and the effect that such corrective actions will have on the accomplishments of the task order objectives
- A status of overall project schedule and/or degree of completion of tasks/activities by time intervals
- Significant concerns/risks/mitigation options and recommendations

C.1.6.3.2.5 The contractor shall prepare and distribute meeting minutes that document issues, decisions, assignments, and pending matters from the PMR. (CDRL C.1.6-9 PMR Minutes)

## C.1.7 CONTRACTOR PERSONNEL

### C.1.7.1 Key Personnel

C.1.7.1.1 Project Manager/Alternate(s): The contractor shall provide an on-site Project Manager (PM) who shall be responsible for the performance of the work and provide overall direction to the personnel working under this EAGLE Task Order. The name and resume of this person and of an alternate(s), who shall act for the manager when the on-site manager is absent, shall be designated in writing to the CO for approval prior to Task Order start date. The contractor shall provide a PM

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succession plan and keep it updated throughout the life of the Task Order. (CDRL C.1.7-1 PM Succession Plan)

C.1.7.1.1.1 The PM shall be the contractor's authorized representative for the technical and administrative performance of all services required under this Task Order. The PM shall be the first Point of Contact (POC) for Task Order or administrative questions or difficulties that arise related to this Task Order and the resulting Task Order. The PM shall be the primary point through which communications, work assignments, and technical direction flow between the Government and the contractor.

C.1.7.1.1.2 The PM or designated alternate shall be available during normal work hours to meet with the DHS, in person or as otherwise agreed upon by the DHS, to discuss problem areas within 30 minutes. After normal duty hours, the manager or alternate shall be available in accordance with DHS approved escalation protocol procedures and in the event of disaster recovery or Continuity of Operations events.

C.1.7.1.1.3 The PM shall be available during normal hours of operation, and during periods of no-notice emergencies, including localized acts of nature, accidents, and military or terrorist attacks, to plan, direct, and control the overall management and operational functions specified herein. The PM shall provide the necessary level of Task Order management and administrative oversight to achieve the quantitative and qualitative requirements of this Task Order.

C.1.7.1.1.4 The PM or alternate shall have full authority to act for the contractor on all matters relating to daily operation of this Task Order.

C.1.7.1.2 Other Key Personnel: The contractor shall provide key personnel as defined in TE-C.1.7-001. In the event of key personnel departures, the contractor shall ensure support for all DHS requirements until permanent replacements are available. These replacements, on an acting or permanent basis, are required within 20 business days after the departure of a key individual; final approval of key personnel is the responsibility of the DHS. The contractor shall provide a current succession plan for the key personnel positions. (CDRL C.1.7-2 Key Personnel Succession Plan)

### **C.1.7.2 Personnel Staffing**

C.1.7.2.1 Employees: The contractor shall ensure that employees (other than managers) are competent in program management services to include project management, and strive to include industry best practices in the respective fields of functional expertise.

C.1.7.2.2 Staffing Roster: The contractor shall submit a staffing roster to the COTR monthly, no later than the 15th business day of each month. The staffing roster shall list the names of each employee working on the Task Order. The roster shall include as a minimum, the Contract Number, contractor Name, Employee Primary User ID, Employee Last Name, Employee First Name, Current DHS Security Classification, Work Location, Office Number, Phone Number, Primary Project Number, and Secondary Project Number for each employee. The contractor shall notify the COTR of any additions, deletions, or changes within one business day after the change(s). (CDRL C.1.7-3 Staffing Roster)

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C.1.7.2.2.1 If the Contracting Officer identifies an employee to the contractor as a potential threat to the health, safety, security, general well being, or operational mission of the DHS, the contractor shall not employ persons for work on this Task Order. The Government reserves the unilateral right to remove such persons. Reading and understanding are an integral part of a contract employee's duties, therefore an employee must be able to understand, read, write, and speak English.

C.1.7.2.2.2 The contractor shall not employ any person who is an employee of the United States (U.S.) Government if employing that person would create a conflict of interest. Contractor personnel shall meet relevant DHS security requirements as identified in DHS regulations and orders. The contractor shall provide a sufficient number of personnel possessing the skills, knowledge, training, and security clearance to perform the services required by this Task Order for each specific functional area.

C.1.7.2.2.3 The contractor shall maintain agreed upon staffing levels at or above 95% for the life of the Task Order.

C.1.7.2.3 Subcontractor Personnel: Subcontractors must comply with all employee provisions identified in the Task Order.

### **C.1.7.3 Personnel Training**

C.1.7.3.1 Personnel Proficiency: All contractor Personnel shall be trained, competent, and skilled in the performance of their assigned work. The contractor shall ensure they provide any necessary refresher training to their employees in order to maintain required certification levels and proficiency to perform assigned duties.

C.1.7.3.2 Employee Training: The contractor shall be responsible for all new and recurring training of contractor personnel in such a manner as to ensure performance of all tasks required by this Task Order. The contractor shall provide the Government an employee-training plan, identifying both initial and recurring training, including any DHS required training, the contractor envisions to ensure personnel remain current in their areas of responsibility. (CDRL C.1.7-4 Employee Training Plan)

C.1.7.3.2.1 The contractor shall conduct or provide to their employees detailed instruction on Government statutes, regulations, policies, and guidelines in areas such as employee conduct ethics, safety, security, health, fire prevention, and the environment as they pertain to the operations specified in this Task Order. The contractor shall conduct or provide this training upon initial employee hire, annually, and as directed by the Government. The contractor shall ensure all new employees attend DHS Security Education, Training, and Awareness training as described in DHS Management Directive (MD) 11053.

C.1.7.3.2.2 The contractor shall develop, implement, and maintain written guidelines or standard procedures necessary for effective accomplishment of Task Order requirements. The contractor shall comply with all Privacy Act and other regulations governing personal and private information.

C.1.7.3.2.3 The contractor shall conduct any remediation training necessary to ensure competency of contractor employees. The contractor shall conduct remediation training in a manner to minimize adverse impact on contract performance and interruption of normal business processes.

#### **C.1.7.4 Personnel Security Requirements**

C.1.7.4.1 Access Requirements: The Government has the right to restrict and control access to its facilities, property, and data, including those identified in this Task Order. The contractor shall ensure all contractor employees pass DHS suitability screening requirements, and receive an Entry on Duty (EOD) date from the DHS Office of Security, prior to beginning performance. Personnel requiring clearances under the task order will not be eligible for billing to the Government prior to EOD determination. Contractor administrative/support staff personnel not requiring EOD determinations are available for billing to the government upon task order award. The Government will be the final authority in determining access privileges. The Government's exercise of its right to grant and revoke the access of particular individual(s) to its facilities, or parts thereof, shall not constitute a breach or change to the Task Order. Regardless of whether the contractor employs said individual(s), and regardless of whether it precludes said individual(s) from performing work under the resulting Task Order.

C.1.7.4.2 Personnel Security Clearances: Much of the scope of work required within the Task Order requires access to classified data and/or classified areas. Personnel requiring access to classified data and/or classified areas are required to have a current Secret, Top Secret, or Top Secret/Sensitive Compartmented Information (TS/SCI) access authorization clearance prior to the commencement of the work. All access authorization clearances must be active and in place prior to the start of any work on any tasking within this Task Order which requires a clearance. DHS has final authority on determining an individual's security clearance eligibility. The contractor shall submit requests for security clearances for staff. All personnel assigned to functions described in this document must be U.S. Citizens. Contractor administrative or technical personnel who will not require access to classified areas or information will not require access authorizations. The contractor shall identify, on the contractor Employee Roster, those employees who require access to restricted areas or classified information, and shall obtain and maintain the appropriate security clearances as identified in this solicitation. (CDRL C.1.7-5 Requests for Staff Security Clearances)

C.1.7.4.3 Personnel Access Badges: The contractor shall ensure all contractor personnel requiring access authorization have valid badges and shall collect and return badges for employees: 1) who are no longer working on the Task Order; 2) who no longer require access; 3) upon expiration of badges; or 4) when the Task Order expires or terminates. The contractor shall notify the COTR within one hour of any of these occurrences and return the badges to the appropriate DHS security office.

C.1.7.4.4 Personnel Separation: The contractor shall ensure all contractor personnel who are no longer working on the Task Order, or when the Task Order expires or terminates, shall comply with DHS established contract employee separation procedures.

#### **C.1.8 CONTRACTOR INTERFACES**

##### **C.1.8.1 Personnel Performing Security/Continuity/Quality**

C.1.8.1.1 Coordination with Other Performing Activities: The contractor shall coordinate with Government and associate contractors performing required services in areas



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associated with the requirements of this Task Order. Some examples include personnel performing actions such as, security and continuity functions, audits, inspections, delivery services, construction, and telecommunication services.

C.1.8.1.1.1 The DHS COTR will facilitate initial contact between the contractor and other associate contractors performing work for DHS, as necessary. The contractor shall provide support services to other associate contractors within the scope of this Task Order as required by the Government.

C.1.8.1.1.2 The contractor shall notify the CO and the COTR in writing of unresolved disputes in receiving support from or providing support to customers or other associate contractors within two business days from the time the dispute occurs, unless otherwise specified in SLA's. (CDRL C.1.8-1 Unresolved Dispute Information)

C.1.8.1.2 Inspection by Government Agencies: The contractor shall provide access to and cooperate with Government personnel conducting official inspections and surveys. Government personnel other than CO or Quality Assurance Personnel may periodically observe contractor operations. However, the CO is the only person that may obligate the government or direct contractor operations. The following list provides some examples of individuals and agencies performing inspections:

- Quality Assurance Evaluators
- Property Inspectors
- The Inspector General (IG)
- Other offices in the DHS such as the Facilities and Services Department
- Other federal agencies such as the Occupational Safety and Health Administration (OSHA)
- Environmental Protection Agency (EPA)
- Government Accountability Office (GAO)
- General Services Administration (GSA)
- Defense Contracting Audit Agency (DCAA)

### **C.1.9 QUALITY ASSURANCE AND QUALITY CONTROL**

#### **C.1.9.1 Quality Assurance**

C.1.9.1.1 Quality Assurance: The Government will evaluate the contractor's performance under this Task Order. For those tasks listed in the PRS, TE C.1.6-001, the Quality Assurance Personnel (QAP) or evaluators will follow the methods of surveillance specified in this Task Order. The Government will conduct surveillance according to standard inspection procedures or other Task Order provisions. Any action taken by the CO because of surveillance will be according to the terms and conditions of this Task Order.

C.1.9.1.1.1 The COTR will record the results of surveillance. The COTR will provide copies of surveillance reports to the contractor. The contractor shall sign the surveillance reports and return them to the COTR within two business days.

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The contractor shall annotate on the signed copy any exceptions or disagreement with the surveillance report.

### **C.1.9.2 Quality Control**

C.1.9.2.1 Quality Control: The contractor shall provide a revision to the Quality Control Plan submitted as part of the contractor's proposal, to the COTR for approval within 20 business days of Task Order award. The plan shall include a detailed description of the processes used during performance to ensure the services meet or exceed the requirements of the Task Order. The plan shall address each mission essential objective of the PRS, and all others considered necessary to meet the Task Order requirements. The plan shall systematically provide for early identification of nonconforming services, develop, maintain, update and implement metrics to track performance trends, and detail corrective action plans including milestones. (CDRL C.1.9-1 Quality Control Plan Revision)

C.1.9.2.1.1 Revisions to the Quality Control Plan may be required at any time. The contractor shall make appropriate revisions and obtain acceptance of the revised plan from the COTR. The contractor shall provide revised copies of the Quality Control Plan to the COTR and QAP upon approval from the COTR.

C.1.9.2.1.2 The contractor shall maintain records of the work sampled and the results of the inspection for each discrete sample. The records shall allow the COTR to review each discrete sample and validate the determinations made during the performance of Quality Control.

C.1.9.2.2 Customer Evaluation: The contractor shall create, maintain, and update a customer evaluation plan to include identifying and implementing customer satisfaction improvements, as part of the Quality Control Plan. The contractor's plan shall adhere to the ITIL framework for Service Delivery and Service Support. The contractor shall submit the final plan to the COTR for approval no later than 20 business days after Task Order award. The COTR may require changes to the plan at any time during the life of the Task Order. The contractor shall submit their changes within 20 business days of the requested change. (CDRL C.1.9-2 Customer Evaluation Plan)

### **C.1.10 PROPERTY CONTROL**

The contractor's property control procedures shall comply with Section I of the resultant Task Order.

### **C.1.11 OPERATING ENVIRONMENT**

#### **C.1.11.1 Operating Hours**

C.1.11.1.1 Hours of Operation and Government Holidays: The normal hours of operation are 8:00 A.M. to 5:00 P.M. Table 1 below identifies the work hours and required security clearances for each functional service area.

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Table 1

Functional Service Area	Work Hours	Required Security Clearances
Program Management Office	8:00 A.M. to 5:00 P.M.	Suitability, Secret, Top Secret, Top Secret/SCI
Security Services	8:00 A.M. to 5:00 P.M.	Suitability, Secret, Top Secret, Top Secret/SCI

C.1.11.1.1.1 The days specified in Table 2 below are the legal public holidays. The contractor will adhere to the Government holiday schedule. If the holiday falls on a Saturday, the recognized Federal holiday is the preceding Friday. If the holiday falls on a Sunday, the recognized Federal holiday is the following Monday.

Table 2

Holiday	Date
New Year's Day	1st day of January
Martin Luther King's Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	4th of July
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	11th of November
Thanksgiving Day	4th Thursday in November
Christmas Day	25th of December

**C.1.11.2 Operations Under Adverse Conditions**

C.1.11.2.1 Hours of Operation Other Than Normal: There will be mission situations that require the contractor to work other than normal hours. Such scheduling may require accomplishment of contractor work at times other than normal operation hours; the CO, or appropriate government representative, will approve in writing, work outside normal operation hours when required. Overtime shall only be permitted when approved in writing by the CO.

C.1.11.2.2 Emergencies and Special Events: The contractor shall respond to emergencies as governed by procedures prescribed by the DHS in accordance with its applicable statutes, regulations, orders, policies, and guidelines. The DHS may have the need to extend contractor tour of duties, hours, and bring additional cleared contractor personnel on in the event of a major emergency. The contractor shall provide surge personnel support, as directed by the CO, in response to emergencies or special events. Emergencies may consist of natural disasters, terrorist threats or events, elevation of the DHS threat level or as designated by the Department. In the event of any emergency, the CO may initiate contractor action by a verbal authorization. The CO will define a task order in a timely manner or as time permits after the emergency is contained or resolved.

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- C.1.11.2.2.1 Extreme weather conditions and natural disasters (such as tornados, flooding, snow, and ice) may warrant temporary office evacuation or office closure. The contractor shall respond to extreme weather conditions according to DHS direction, and shall inform all employees of these instructions. During normal duty hours, the normal chain of management will provide notification of facility closures. During non-duty hours, local radio and television channels will provide notification. Facility closings shall in no way interfere with the contractor operation and maintenance of the critical systems. All contractor employees identified as essential personnel shall remain on duty or report for duty in accordance with the Emergency Situations and relevant Continuity of Operations (COOP), IT Contingency, IT Disaster Recovery/Business Continuity Plans.
- C.1.11.2.2.2 The contractor shall participate in all scheduled and unscheduled fire drills, Shelter in Place, and other scheduled safety and emergency-training exercises, which may necessitate interrupted services unless directed otherwise. The Government will consider such interruptions when assessing contractor performance for the affected period.
- C.1.11.2.3 Building Occupant Emergency Plan Compliance: Contractor personnel shall comply with all building occupant emergency plan activities such as building evacuations and shelter in place.
- C.1.11.2.4 Personnel Response to IT Continuity Events: Key contractor personnel and contractor personnel with critical skills shall report to and perform duties at alternate sites during IT continuity events, as directed by the Government.
- C.1.11.2.5 Performance of Services during Crisis: The following services are essential during crises declared by the DHS Secretary or the President of the United States. All basic services and operations will continue as directed by the COTR. The contractor shall submit an essential personnel list, to include designated emergency POCs, to the COTR within ten business days after Task Order start and shall update monthly for changes throughout the life of the contract. The list shall contain the individual's name, address, home phone number, beeper number or cell phone number, security clearance, and duty title. Upon notification of a crisis by the COTR, the contractor shall perform the essential services identified in the OCIO COOP Implementation Plan. The COTR will direct implementation of Services under this provision at any time as required to meet mission requirements. (CDRL C.1.11-1 Essential Personnel List)

### **C.1.11.3 Travel**

- C.1.11.3.1 Travel: Contractor personnel may be required to travel to support the requirements of this Task Order. Long distance and local travel may be required in the Continental United States (CONUS). The Government will not reimburse local travel within a 50-mile radius from the contractor's facility or the contractor's assigned duty station. The Government will not reimburse travel without prior approval from the COTR. The contractor's request for travel shall be in writing or electronic as directed by the COTR and contain the dates, locations and estimated costs of the travel. The Contractor shall minimize overall travel costs, to the maximum extent practicable, by taking advantage of discounted airfare rates available through advance purchase. Charges associated with itinerary changes

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and cancellations under nonrefundable airline tickets are reimbursable as long as the work requirement drives the changes. (CDRL C.1.11-2 Travel Requests)

### **C.1.12 CONTRACT TRANSITION**

#### **C.1.12.1 Transition and Phase In**

C.1.12.1.1 Transition Plan: The contractor shall provide a revision to the Quality Control Plan submitted as part of the Contractor's proposal, to the COTR for approval within 20 business days of Task Order award. The transition plan shall include milestones, which will indicate how and when properly trained, qualified, and certified personnel will accomplish full assumption of all requirements identified in the Task Order by the completion of the transition period. The transition plan shall include start up, mobilization schedule, and transition depicting the chronological sequence of events, which the contractor shall accomplish beginning on Task Order start date. The contractor shall incorporate termination dates of existing contractor performance periods and DHS planned major project dates into the transition plan. (See TE-C.1.12-001 – Current Contracts Periods of Performance and TE C.1.12-002 – DHS Projects) The contractor shall demonstrate the ability to quickly staff the requirement in order to meet the transition schedules dictated by the expiring contracts. The contractor shall demonstrate the ability to ensure proposed personnel are vetted to ensure they meet DHS suitability and security clearance process (See paragraphs C.1.7.4.1 and C.1.7.4.2) thus aiding in a more expedient process. The contractor shall perform analyses and planning to develop the plans for transitioning the DHS services and sites to their operations. The guiding principle for this will be the use of innovation in developing and providing functionality to include transition and consolidation strategies for DHS assets both present and future, and the use of COTS application whenever advantageous to the Government. The Transition Plan shall include the plans for migrating assets, data, and services. The overall transition period shall not exceed 12 months. (CDRL C.1.12-1 Transition Plan)

C.1.12.1.2 Transition Tasks: Starting the first day of the transition period, the contractor shall ensure necessary personnel actions, appropriate training, (including any required certifications), as well as non-personnel considerations such as materials and supplies, equipment, facilities, sub-contracts, leases, environmental issues, safety and security, etc. are accomplished in accordance with the accepted transition plan.

#### **C.1.12.2 Phase Out**

C.1.12.2.1 Inventory: At the Phase-out of this Task Order the contractor and Government shall conduct a joint inventory assessment of property accounts for the contractor's staff (i.e. hand receipts of cell phones, blackberries, etc.) to ensure a full accounting of all Government property. The Government will hold the contractor liable for any damaged or lost equipment, and the contractor shall ensure all other Government equipment is in working order.

C.1.12.2.2 Observations: The contractor shall permit the successor contractor (and the successor contractor's employees) to observe and become familiar with all operations specified in this Task Order for a minimum of 90 business days, or for a COTR specified timeframe, prior to the expiration or termination of the Task Order.

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- C.1.12.2.3 Maintenance of Systems, Files, and Data: The contractor shall maintain the full operational status of all Government systems and equipment, and continue all current work in progress until the successor contractor assumes full operational responsibility. The contractor shall not destroy, delete, or otherwise dispose of any files or data upon expiration or termination of the Task Order, without prior permission from the COTR.
- C.1.12.2.4 Cooperation: The contractor shall fully cooperate with the successor contractor and the Government so as not to interfere with their work or duties.

## C.2 DEFINITIONS AND ACRONYMS

### C.2.1 DEFINITIONS

The definitions set forth below are those unique or used in this Task Order. Definitions for technical terms or words included in this Task Order can be found in the technical documents referenced in the individual functional areas of the Task Order. The definitions provided below are oriented to DHS's Task Order. In many cases, definitions are specific by situation. The total listing of definitions is not all-inclusive, but it has been derived from official publications (e.g., regulations and technical manuals and industry standards) when available.

**Note:** In the event of a conflict between any definition in this section and a comparable definition in the FAR, the latter shall prevail.

**Acceptance, Approved (as Directed, as Permitted, as Required):** Where these words or words of similar import are used, it shall be understood that the direction, requirement, permission, approval, or acceptance of the CO or Contracting Officer's Technical Representative (COTR) is intended, unless stated otherwise.

**Acceptable Quantity Level (AQL):** Represents the required success rate for each output. The AQL is reasonable to allow for the possibility of unexpected problems that prevent some outputs from meeting the requirements of the performance standards. The AQL is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. AQLs are determined based on agency directives or historical records of Government performance.

**Accountability:** The obligation of both the contractor and the Government to fulfill the requirements of this Task Order. This includes areas such as, the contractor's responsibility to maintain accurate and complete records of documents, funds and property.

**Accreditation:** The formal declaration by a Designated Accrediting Authority (DAA) that an information system (IS) is approved to operate in a particular security mode using a prescribed set of safeguards to an acceptable level of risk.

**Approval:** The process through which the Government provides authorization to the contractor to proceed with an action. An approved authorization must be in writing.

**Availability:** A measure of the degree to which an item is in an operable and committable state at the start of any task or mission, when the task or mission is called for at an unknown (random) point in time.

**Authentication:** A security process designed to establish the validity of a transmission, message or originator or to verify an individual's eligibility to receive specific categories of information.

**Authorization:** The process of granting or denying access to system objects based on an individual or entities identities, roles or other qualifying characteristics (e.g. clearance level).

**Availability period:** The amount of time the system(s), or the total system, is functioning so that the customer can get work done.

**Baseline:** A specification or product that has been formally reviewed and agreed upon, and thereafter serves as the basis for further development and can be changed only

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through formal change-control procedures or a type of procedure such as configuration management (CM).

**Certification:** Certification is the comprehensive evaluation of the technical and non-technical security features of an Information System (IS) and other safeguards, made in support of the accreditation process, to establish the extent to which a particular design and implementation meets a set of specified security requirements.

**Classified:** Documents, data, information, systems, products, services, items, etc for which access is limited to those persons having a "need to know" and appropriate security clearance.

**Clearance:** Authority permitting individuals cooperating in DHS work, and having a legitimate interest therein, access to classified technical information, material, or equipment or admission to restricted areas or facilities where such information or material is located.

**Commercial Off The Shelf (COTS):** Describes software or hardware products that are ready-made and available for sale to the general public.

**Confidentiality:** Assurance that information is not disclosed to unauthorized entities or processes.

**Configuration Management (CM):** A discipline applying technical and administrative direction and surveillance to: (a) identify and document the functional and physical characteristics of a particular item, system, etc; (b) control changes of those characteristics; and (c) record and report changes to processing and implementation status.

**Conflict of Interest (COI):** According to DHS Clause 1337, "Conflict of interest means that because of other activities or relationships with other persons or organizations, a person or organization is unable or potentially unable to render impartial assistance or advice to the Government, that the person's or organization's objectivity in performing the contract is or might be otherwise impaired, or that the person or organization has or might acquire an unfair competitive advantage."

**Configuration:** The functional or physical characteristics of equipment, systems, hardware or software set forth in technical documentation and achieved in a product.

**Conservation:** The protection, improvement, and use of natural resources according to principles that will provide optimum public benefit and support of DHS's mission.

**Contract Data Requirements List (CDRL):** Data required to be submitted by the contractor to the Government. A proper and correct submission of a CDRL is evidenced by the following criteria: completeness, accuracy of data, preparation in accordance with applicable mandatory publication or other prescribing document, signature or initials by the certifying official, and correct and timely turn-in or distribution.

**Contract Discrepancy Report (CDR):** A formal, written documentation of contractor nonconformance or lack of performance for contracted work. The CO or an authorized representative initiates the CDR, whenever the performance is unsatisfactory as determined by the CO. The contractor completes and returns the report to the CO.

**Contract Modification:** Any written alteration in the terms or conditions of the Task Order, such as specifications, delivery point, rate of delivery, Task Order period, price, quantity, or other Task Order provisions.



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**Contracting Officer (CO):** An individual appointed in accordance with procedures prescribed by the FAR with the authority to enter into, administer, and terminate contracts and make related determinations and findings.

**Contracting Officer's Technical Representative (COTR):** The individual or individuals appointed by the CO to act as the authorized Government representative and to oversee contractor performance.

**Contractor Furnished Equipment (CFE):** That equipment that the contractor includes in its offer in order to perform the requirements of the contract, and that is not covered under Government-Furnished Property (GFP).

**Corrective Action:** Consists of those efforts required to correct reported deficiencies and mitigate reoccurrence of defects.

**Customer:** Any recipient of a service described in Section C.5, Scope of Work of the Task Order.

**Damage:** A condition that impairs either value or utility of an article; may occur in varying degrees. Property may be damaged in appearance or in expected useful life without rendering it unserviceable or less useful. Damage also shows partial non-serviceability. Usually implies that damage is the result of some act or omission.

**Database:** A collection of records, in one or more files, which are often coded for rapid search and retrieval via computer.

**Degauss:** Destroy information contained in magnetic media by subjecting that media to high-intensity alternating magnetic fields, following which the magnetic fields slowly decrease.

**Denial of Service:** Any action or series of actions that prevent any part of a system from functioning in accordance with its intended purpose. This includes any action that causes unauthorized destruction, modification or delay of service.

**Desktop Computer:** Distributed computing resource, either networked or standalone, consisting of a CPU, keyboard, monitor, and a screen manipulation device, such as a mouse. This typically includes PCs, Apple Macintoshes, UNIX based workstations, X-terminals and other terminals. This definition excludes mainframes, supercomputers and midrange computers.

**Discrepancy:** A variance between contractually required and actual performance.

**Disposal:** The disposition of excess assets (including intellectual and real property, industrial and personal property) by the Government in accordance with DHS regulations and the FAR.

**Due Diligence:** The purpose of Due Diligence is for the contractor to validate the inventory and environment portrayed during the master contract award and account for any changes that have occurred between contract award and the Task Order selection process. If there is a discrepancy found which exceeds parameters, then a due diligence, price adjustment will be submitted as part of the Task Order selection process. The Due Diligence period shall be limited to not more than 20 business days unless a longer period is granted by the CO.

**Emergency:** The reporting of sudden, usually unforeseen, occurrences where life or property are in immediate danger and require immediate action.

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**Employee:** An employee of the contractor includes both contractor employees and subcontract employees.

**Enterprise Architecture (EA):** An EA is the explicit description and documentation of the current and desired relationships among business and management processes and information technology. It describes the "current architecture" and "target architecture" to include the rules, standards, and systems life cycle information to optimize and maintain the environment, which the agency wishes to create and maintain by managing its IT portfolio. The EA must also provide a strategy that will enable the agency to support its current state and act as the roadmap for transition to its target environment. These transition processes will include an agency's capital planning and investment control processes, agency EA planning processes, and agency systems life cycle methodologies. The EA will define principles and goals and set direction on such issues as the promotion of interoperability, open systems, public access, end user satisfaction, and IT security. The agency must support the EA with a complete inventory of agency information resources, including personnel, equipment, and funds devoted to information resources management and information technology, at an appropriate level of detail.

**Facilities:** Property used for production, maintenance, research, development or testing. It includes plant equipment and real property. It does not include material, special test equipment, special tooling or agency peculiar property.

**FAR:** Federal Acquisition Regulation.

**Fiscal Year (FY):** A period of 12 months beginning 1 October and ending 30 September of the following year. Fiscal year is designated by the calendar year in which it ends.

**Government Furnished Equipment (GFE):** A term used in this Task Order to mean equipment in the possession of, or directly acquired by, the Government and subsequently made available for the use of the contractor solely in the performance of this Task Order.

**Government Furnished Supplies and Materials (GFM):** Supplies and materials supplied to the contractor by the Government for use in performance of this Task Order.

**Government Furnished Property (GFP):** A term used in this Task Order to mean property in the possession of, or directly acquired by, the Government and subsequently made available for the sole use of the contractor in the performance of this Task Order. Facilities, equipment, and materials in possession of, or acquired directly by the Government, and subsequently provided to the contractor.

**Guidance:** A statement of direction such as, rules, laws, regulations, guidelines, and directives.

**HSDN:** The Homeland Secure Data Network that transmits classified information.

**Incident:** Any event, suspected event, or vulnerability that could pose a threat to the integrity, availability, or confidentiality of systems, applications or data. Incidents may result in the possession of unauthorized knowledge, the wrongful disclosure of information, the unauthorized alteration or destruction of data or systems and violation of Federal or state laws. If such violations are detected or suspected, they are to be reported immediately to a security manager.

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**Information System:** A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination or disposition of information.

**Infrastructure:** Identifies the top-level design of communications, processing, and operating system (OS) software and describes the performance characteristics needed to meet database and application requirements. It includes processors, OS, service software, and standards profiles that include network diagrams showing communication links with bandwidth, processor locations, and capacities to include hardware builds versus schedule and costs. The active and passive components used to transfer information between two points. Infrastructure includes such items as, cable plant, premise wiring, phone switch, routers, hubs, concentrators, Ethernet switches, and antennae.

**Inspection:** Determination and identification of the condition of equipment, facilities, services, systems and all other work output, with reference to contractual requirements.

**Integration:** The result of an effort that seamlessly joins two or more similar products (for example, individual system elements, components, modules, processes, databases, or other entities) to produce a new product. The new product functions as a replacement for two or more similar entities or products within a framework or architecture.

**Interoperability:** The condition achieved when information can be exchanged directly and satisfactorily between two or more systems or components. The concept of having free and open methods to share data and IT services among different products of a similar functional capability. Interface standards are adhered to for the maintenance of service availability and consistent access methods. The use of proprietary features is discouraged. Functional categories for interoperability standards include desktop systems; server systems; printing; network communications; word processing, spreadsheet and presentation applications; calendar and scheduling applications; application serving and license management.

**Intrusion Detection System:** Provides an additional layer of assurance through the monitoring of network activity to detect and report suspicious, unauthorized, or harmful activities.

**Inventory Control:** The process of managing, cataloging, and accounting for property provided under this Task Order.

**Joint Inventory:** A physical count of assets conducted by the contractor and the Government for establishing the quantity and condition of property accountable to the Contract.

**Local:** Policy or information pertaining to a particular DHS area. For example, local facility policy refers to the specific policies of each of the DHS facility locations.

**Local Area Network (LAN):** Data network system used to provide connectivity within a logical boundary. In most cases, the extent of a logical boundary can be defined by the service area associated with an assigned TCP/IP address space. This includes inter- and intra-building cable plant or fiber plant, Metropolitan Area Network connections, backbones, and any active or passive components required to provide service from the desktop up to a LAN or WAN/ISP interface.

**Maintenance:** The work required to preserve and maintain a real property facility or piece of equipment in such condition that it may be effectively used for its designated functional purpose. Maintenance includes actions such as preventing damage that would

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be more costly to repair than to prevent, diagnosing failures, and performing corrective actions to ensure proper operation.

**Network:** A collection of LANs under the administrative control of one organization. Networks typically use backbone technology to interconnect LANs and are themselves interconnected with the transmission system.

**National Institute of Standards and Technology (NIST):** The Federal technology agency that works with industry to develop and apply technology, measurements, and standards.

**On-Site:** Repairs or services performed at a customer's location.

**Organization:** An administrative structure with a mission. The term is used in a very broad sense throughout this document.

**Personal Digital Assistant (PDA):** A small, portable, hand held computing device. PDAs offer communications capabilities to include voice, e-mail, SMS, text messaging, and web access.

**Performance Requirements Summary (PRS):** The portion of the Task Order, which documents Task Order requirements, the component requirements, related to each Task Order requirement, and the standards and measures of performance.

**Performance Standard:** A selected characteristic of an output of a work process that can be measured in order to evaluate performance.

**Peripherals:** Peripheral devices attached directly to desktops or workstations. These devices include printers, scanners, plotters, modems, external hard disks, etc.

**Phase-in Period:** The period(s) during which the contractor contends with the transfer of performance responsibility from the existing provider to the contractor. During this period the contractor shall organize, plan, recruit personnel, train, mobilize, develop procedures, and accomplish all actions necessary to commence performance of the services at the end of the transition period.

**Phase-out Period:** The approximately 90 business day period prior to completion of the contract.

**Preventive Maintenance:** Systematic and cyclic check, inspection, servicing and repairs of deficiencies, as well as reporting of deficiencies beyond scope of Preventive Maintenance. Preventive Maintenance includes accomplishment of routine maintenance and repair.

**Contractor:** The term as used herein, refers to the prime contractor.

**Program:** An organized set of activities directed toward a common purpose, objective, or goal undertaken or proposed by an Agency to carry out assigned responsibilities. The term is generic and may be applied to many types of activities. Acquisition programs are programs whose purpose is to deliver a capability in response to a specific mission need. Acquisition programs may comprise multiple acquisition projects and other activities necessary to meet the mission need.

**Project Manager (PM):** The contractor representative who acts as the point of contact (POC) with the Government and coordinates contract management.

**Project:** A single undertaking or task involving design, maintenance, repair, construction, or equipment-in-place, in which a task or group of similar tasks are treated as an entity with a finite scope.

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**Protocols:** Protocols are conventions and algorithms for the transmittal of information over the network. Protocols exist at various layers of the stack and are often used to perform a specific function, a unique network service or application. Service protocols work in conjunction with the transport protocols to complete the required function(s). Examples of service protocols are the Simple Mail Transfer Protocol (SMTP), File Transfer Protocol (FTP), and Hypertext Transfer Protocol (HTTP).

**Quality Assurance (QA):** Actions taken by the Government to inspect or check goods and services to determine that they meet or do not meet requirements of the Task Order. See Quality Assurance Surveillance Plan for further detail.

**Quality Assurance Evaluator (QAE):** The person responsible for surveying the contractor's performance.

**Quality Assurance Surveillance Plan (QASP):** An organized written document used by Government for quality assurance surveillance. Document contains sampling/evaluation guides, checklists, and the PRS.

**Quality Control (QC):** Those actions taken by a contractor to control the performance of services so they meet the requirements of the Task Order. See Quality Control Plan for further detail.

**Quality Control (QC) Plan:** The contractor's system to control the equipment, systems, or services so that they meet the requirements of the Task Order.

**Random Sample:** A sampling method whereby each service output in a lot has an equal chance of being selected.

**Requirement:** Effort mandated by this Task Order, issued by a DHS CO and performed as directed by the CO or their representative COTR within the scope of the resulting Task Order.

**Restricted Area:** Those areas designated by DHS that require control of personnel for security reasons and/or equipment for protection of personnel, property and information.

**Return to Service:** The time taken to resolve the user's problem to the state that the end user has full functionality restored as specified in the Service Level Agreements and performance metrics.

**Sample:** A sample consists of one or more service outputs drawn from a lot, the outputs being chosen at random.

**Security Systems:** Defined to be only those that directly support a given communication service. Examples of systems that would be included are policy enforcement point (PEP) or PEP security systems, phone or fax encryption systems, authentication or certification systems, and world wide web or e-mail proxy systems.

**Sensitive:** Documents, data, information, systems, products, services, items, etc requiring protection and control because of statutory requirements or regulations.

**Service Level:** A unit used to identify characteristics and metrics that define a particular type of support to be provided by the contractor. Multiple service levels may be needed for a type of service, such as hardware maintenance, to provide various degrees of support needed by a desktop computer user.

**Service Level Agreement (SLA):** An agreement between the CIO's Office and its supported customer to provide services at stated performance level.

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**Shall:** The word "Shall" is used in connection with the contractor and specifies that the provisions are mandatory as defined by the FAR.

**Site Offices/Locations:** Those support locations, offices, and facilities listed in TE C.3.1-001.

**Software Release:** The date that a software developer makes their software product publicly available. This date is often used in determining when a software product is deployed to the computer desktop.

**Standard Operating Procedure (SOP):** A comprehensive narrative description of methods prepared by either the government or contractor. A set of instructions covering those features of operations that lends themselves to a definite or standardized procedure without loss of effectiveness. The procedure is applicable unless ordered otherwise.

**Supplies:** Items needed to equip, maintain, operate, and support the requirements of this Task Order and the resulting contract

**System:** Any entity that has input, process, output and feedback.

**Task Order:** An order placed for services by the CO in accordance with the terms and conditions of the contract.

**Task Order Start Date:** Effective date of the Task Order and beginning of the Phase-In Period as authorized by the CO at or following Task Order award.

**User:** A person, organization, or other entity that employs IT related services provided under this Task Order and the resulting Contract.

**Utilities:** Electricity, gas, water, sewage disposal, and steam are types of utilities used under the performance of this Task Order.

**Vulnerability Assessment/Risk Analysis:** Identifying, characterizing, and testing potential security exposures.

**Workstation:** This is a networked or standalone computer. This computer is normally used for calculation or graphics intensive applications. It includes the CPU, monitor, keyboard, and a mouse or other screen manipulation devices.

**C.2.2 ACRONYMS**

ACRONYM	TITLE
AIS	Automated Information System
AQL	Acceptable Quantity Level
ATO	Authorization to Operate
C&A	Certification and Accreditation
CAR	Contract Administration Review
CBP	Customs and Border Protection
CDR	Contract Deficiency Report
CDRL	Contract Data Requirements List
CFE	Contractor Furnished Equipment
CFF	Contractor Furnished Facilities
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CIO	Chief Information Officer
CM	Configuration Management
CMMi	Capabilities Maturity Model integrated
CO	Contracting Officer
COCO	Contractor Owned, Contractor Operated
COMSEC	Communications Security
COOP	Continuity of Operations
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off The Shelf
CPIC	Capital Planning and Investment Control
CPU	Central Processing Unit
DAA	Designated Accrediting Authority
DAC	Discretionary Access Control
DCAA	Defense Contracting Audit Agency
DCI	Director of Central Intelligence
DCID	Director of Central Intelligence Directive
DHS	Department of Homeland Security
DIACAP	Department of Defense Information Assurance Certification and Accreditation Process

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ACRONYM	TITLE
DNI	Director of National Intelligence
DoD	Department of Defense
EA	Enterprise Architecture
EAGLE	Enterprise Acquisition Gateway for Leading Edge Solutions
EDMO	Enterprise Data Management Office
EOD	Entry on Duty
EPA	Environmental Protection Agency
EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FEMA	Federal Emergency Management Agency
FFMS	Federal Financial Management System
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FTP	File Transfer Protocol
FY	Fiscal Year
FYHSP	Future Years Homeland Security Program
GAO	Government Accountability Office
GFE	Government-Furnished Equipment
GFF	Government-Furnished Facilities
GFM	Government-Furnished Material
GFP	Government-Furnished Property
GP	Government Property
GSA	General Services Administration
HLS EA	Homeland Security Enterprise Architecture
HSDN	Homeland Secure Data Network
HTTP	Hypertext Transfer Protocol
IAW	In Accordance With
ICE	Immigration and Customs Enforcement
IDS	Intrusion Detection System
IG	Inspector General



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ACRONYM	TITLE
IP	Internet Protocol
IS	Information System
ISA	Interconnection Security Agreement
ISO	International Standards Organization
ISP	Internet Service Provider
ISSM	Information System Security Manager
ISSO	Information System Security Officer
IT	Information Technology
ITIL	Information Technology Infrastructure Library
KPI	Key Performance Indicator
LAN	Local Area Network
MD	Management Directive
MOM	Microsoft Operations Management
NARA	National Archives and Record Administration
NCA	National Capital Area
NIST	National Institute of Standards and Technology
O&M	Operations and Maintenance
OCIO	Office of the Chief Information Officer
OEM	Original Equipment Manufacturer
OMB	Office of Management and Budget
OPO-ITAC	Office of the Procurement Operations – Information Technology Acquisition Center
OSHA	Occupational Safety and Health Administration
OS	Operating System
OST	Order Ship Time
PC	Personal Computer
PCO	Property Control Officer
PDA	Personal Digital Assistant
PEP	Policy Enforcement Point
PM	Project Manager
PMI	Project Management Institute
PMO	Program Management Office
PMP	Project Management Plan

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ACRONYM	TITLE
PMR	Program Management Review
POAM	Plan of Action and Milestones
POC	Point of Contact
PRS	Performance Requirements Summary
RAM	Random Access Memory
RFID	Radio Frequency Identification
ROM	Rough Order of Magnitude
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QAP	Quality Assurance Personnel
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
SCI	Sensitive Compartmented Information
SDLC	System Development Life Cycle
SIM	Security Information Management
SLA	Service Level Agreement
SMC	Security Management Center
SMS	Systems Management Server
SMTP	Simple Mail Transfer Protocol
SOP	Standard Operating Procedure
SSAA	Systems Security Authorization Agreement
TCP/IP	Transmission Control Protocol/Internet Protocol
TE	Technical Exhibit
TRM	Technical Reference Model
TS	Top Secret
TSA	Transportation Security Administration
TS/SCI	Top Secret/Sensitive Compartmented Information
US	Unites States
U.S.C.	United States Code
WBS	Work Breakdown Structure

### **C.3 GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES**

Government Furnished Property (GFP) is applicable to the performance of this Task Order. The Contractor is authorized to use GFP at the Department of Homeland Security for the duration of this Task Order in accordance with the requirements of this Task Order. The Government shall provide, without cost to the contractor, facilities (office space with desk and chair), equipment (computer, access to printer, copier, and fax), materials (all related office supplies), and/or other services necessary to perform the requirements in the Task Order.

#### **C.3.1 SCOPE**

This Section describes the property and services the Government will furnish to the contractor for performance of the requirements of this Task Order. The Government will provide to the contractor, the following access for use: (1) Government Furnished Property (GFP) for which the contractor is responsible and accountable; and (2) property only made available to the contractor, as listed below in this section. The contractor shall take all reasonable precautions and such other actions as may be directed by the Government, or in the absence of such direction, in accordance with sound business practice, to safeguard and protect Government property in the contractor's possession or custody listed in this section. The contractor shall accept Government-provided automated information systems (AIS) hardware and software without exception. Government Furnished Equipment (GFE) may include Government-leased equipment or Government-owned equipment. Refusal to accept some or all of the GFP offered by the Government shall not relieve the contractor from Task Order performance, but will relieve the Government from the obligation of providing the same or similar GFP at a future date.

The contractor shall not use GFP or services for any other purpose than those described in this Task Order. The contractor shall not remove GFP from DHS facilities or other supported areas without review and written approval of the CO or authorized representative. The provisions affecting GFP under this section shall be IAW FAR 52.245-5. The Government may direct the contractor to develop and /or revise milestones for joint inventory and transfer of GFP.

##### **C.3.1.1 Government-furnished Property**

C.3.1.1.1 The Government intends to share space with the contractor personnel in the Government facilities indicated in TE C.3.1-001 or as designated by the Government for the duration of this Task Order and only for the performance of this Task Order. This is not considered Government Furnished Property (GFP) requiring property administration IAW FAR 45 plus Supplements.

C.3.1.1.2 Marking Property: The contractor shall not mark or affix any decals, emblems or signs portraying the contractor's name or logo to Government Equipment, Facilities, or Real Property except as directed by the COTR.

##### **C.3.1.2 Government-Furnished Services**

C.3.1.2.1 Telephone Service: The Government will furnish telephone service at the contractor-occupied Government sites. Line service will include local and long-distance calls.

C.3.1.2.1.1 The contractor shall comply with DHS rules and regulations regarding telephone use. The contractor shall reimburse the Government the cost of

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unofficial telephone service (e.g., telephone service not incidental to performance of the contract).

C.3.1.2.1.2 The contractor shall obtain prior Government review and written approval before connecting or disconnecting any Contractor Furnished Equipment (CFE) to Government-furnished communications systems, lines, or equipment.

C.3.1.2.2 Local Area Network (LAN): The Government will provide limited access to the existing LAN at contractor-occupied Government facilities to include E-Mail capability. The contractor shall not use the LAN for purposes other than for work required under this Task Order.

C.3.1.2.3 Paper Products: The Government will make available containers in shared Government facilities for the collection of recyclable paper.

C.3.1.2.4 Reporting Discrepancies in Performance of Government Furnished Service Contracts: The contractor shall report discrepancies in performance of Government-provided services to the CO or the COTR.

### **C.3.1.3 Supplies and Materials**

C.3.1.3.1 Existing Levels of Supplies and Materials: The Government will make available existing Government owned parts, supplies and material to the contractor for use in the performance of the requirements of this Task Order. The Government will furnish the existing levels of Government supplies and materials to the contractor following joint inventory during phase-in and the contractor shall provide existing levels of Government supplies and materials to the Government during phase-out. The Government will furnish all items to the contractor as GFE to use under this Task Order. DHS shall purchase all hardware, software, warranties and parts using the FirstSource contract.

### **C.3.1.4 Government-Furnished Equipment (GFE)**

The Government will provide GFE (such as telecommunications, computers, and peripherals) to the contractor to complete the duties of this Task Order.

C.3.1.4.1 Equipment Offered for Contractor Use: The Government will furnish property from the Product Guide provided at TE C.3.1-002.

#### **C.3.1.4.2 Contractor Accountability**

C.3.1.4.2.1 Transfer of Accountability: The contractor shall become accountable for GFE when assigned.

C.3.1.4.2.2 Property Administration: The contractor shall perform property administration in accordance with FAR Part 45.

C.3.1.4.2.3 Report of Government Property: The contractor shall prepare and submit to the COTR an annual Report of Government Property, as directed by the COTR. (CDRL C.3.1-1 Report of Government Property)

#### **C.3.1.4.3 Turn-In, and Replacement**

C.3.1.4.3.1 Turn-In of GFE: The contractor shall prepare a recommendation for excess when GFE is no longer required or suitable for its intended use, or has reached the end of its technical life. The contractor shall provide these recommendations to the COTR who will make the final determination of the disposition of the equipment. Upon approval, the contractor shall process the

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items in accordance with applicable Federal regulations, and Department of Homeland Security policies and regulations. All Government furnished property and IT equipment identified in this Task Order shall remain the property of the Government.

- C.3.1.4.3.2 Replacement of GFE: The contractor shall coordinate with the CO for replacement of GFE. Upon approval by the CO, the item(s) of equipment to be replaced will be deleted from the GFE listing. If required to maintain performance standards, the Government will provide comparable GFE replacement. The contractor shall contact the Help Desk for problems regarding computers and peripherals. The Government will replace computers and peripherals.
- C.3.1.4.4 Initial Inventory Assessment and Accountability
- C.3.1.4.4.1 Initial Inventory Procedures: The contractor shall attend a phase-in GFP transfer and inventory meeting with the Government. The COTR will schedule the meeting prior to performance period start date.
- C.3.1.4.4.2 The contractor shall conduct a phase-in 100% joint inventory within ten business days prior to Task Order start date. This inventory shall include items such as, facilities, to include keys; property received from the designated property control officers; and materiel items of work in progress; e.g., items in various stages of repair. This provision does not preclude prior inspection of GFP by the contractor. The operational or conditional status of all GFF and on-site GFE shall be determined during the joint inventory. The contractor shall record any item found to be broken or not suitable for its intended purpose. The CO and the contractor shall certify as accurate the joint inventory. The contractor shall keep the inventory listing current. (CDRL C.3.1-2 Joint Inventory)
- C.3.1.4.4.3 The contractor and the COTR shall jointly inspect all GFE at the time of the inventory. The contractor shall note all valid discrepancies, and the Government may correct the discrepancies by one or more of the following methods at the Government's option. The Government may elect not to provide equipment to the contractor; or may correct noted discrepancies prior to performance period start date; or may require the contractor to repair discrepancies subject to reimbursement by the Government. The COTR will determine validity.
- C.3.1.4.5 Withdrawal of GFE: The Government retains the right to withdraw any GFE at any time during the performance of the Task Order. When possible, the Government will provide at least 30 business days notice of the impending withdrawal of GFE. Failure to give notice will not affect the Government's right to withdraw GFE when deemed necessary or appropriate.
- C.3.1.4.6 Equipment and Software Manuals: After conducting a joint inventory, the Government will turn over to the contractor equipment operating manuals presently maintained by the Government. The contractor shall update these documents as new issues are published. Updated manuals are the property of the Government upon completion or termination of this Task Order.

## **C.4 CONTRACTOR-FURNISHED PROPERTY AND SERVICES**

### **C.4.1 SCOPE**

The contractor shall furnish all materials, supplies, tools, services, temporary work places, and equipment required to perform this Task Order, except for the items specifically identified as Government-Furnished in Section C.3 of this Task Order.

#### **C.4.1.1 Contractor-Furnished Facilities (CFF)**

The Government will provide those facilities and installed equipment as listed and identified in Section C.3 of this Task Order. The contractor shall not place, construct, or otherwise provide additional buildings or facilities on DHS premises without prior CO approval.

C.4.1.1.1 CFF Listing: The contractor shall provide an initial and updated list of Contractor Owned, Contractor Operated (COCO) facilities/real property used in performance of this Task Order to the CO or COTR. (CDRL C.4.1-1 Contractor Furnished Facilities Listing)

C.4.1.1.2 Keys, Ciphers, Combinations, and Security Clearances: The contractor shall maintain records identifying those members of the contractor's workforce at Government facilities who shall be authorized the use of keys, codes, ciphers, combinations and security clearances.

C.4.1.1.3 The contractor may be required to provide additional storage space for IT equipment and services associated with this Task Order.

## C.5 SCOPE OF WORK

### C.5.1 PROGRAM MANAGEMENT OFFICE REQUIREMENTS

The DHS Office of the Chief Information Officer requires contractor-provided program management office support to assist its organization and component customers by providing program management support and oversight for the ITNOVA O&M Task Order and current and future information technology infrastructure operation requirements.

All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures as it relates to this Task Order. Specifically, the contractor shall comply with the following Homeland Security Enterprise Architecture (HLSEA) requirements:

- All developed solutions and requirements shall comply with the HLSEA
- All IT hardware or software shall comply with the HLSEA Technical Reference Model (TRM) Standards and Products Profile
- The contractor shall submit all data assets, information exchanges and data standards, whether adopted or developed to the DHS Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model

#### C.5.1.1 Management

C.5.1.1.1 The contractor shall coordinate with the PMO Program Director to plan priorities and required PMO staffing allocations. The contractor shall perform coordination and oversight of requirements between customers, DHS, and other associate contractors.

C.5.1.1.2 The contractor shall assist the COTR in preparing for and conducting briefings, management meetings, and responses to inquiries from DHS officials, industry, Congressional representatives, other Government agencies, the public, and other oversight committees.

C.5.1.1.3 The contractor shall assist in program-level planning and management necessary to oversee project work.

C.5.1.1.4 The contractor shall assist the COTR in representing the goals, plans, and status of the program to existing and potential customers for the system.

C.5.1.1.5 The contractor shall provide leadership to facilitate governance processes and perform process review/improvement.

C.5.1.1.6 The contractor shall manage and oversee the integration across projects, establish priorities, define roles and responsibilities; the description and documentation of program/project management functions; and support the development of new, and updating of current, program plans, processes and procedures.

C.5.1.1.7 The contractor shall provide support to establish, maintain and update a Program Management Plan (PMP), the program Work Breakdown Structure (WBS), Organization Breakdown Structure (OBS), staffing plan, and other specific program level documentation. The contractor shall update the PMP and project management plans within 30 days after task order award, and update the plans

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on a quarterly basis or as required to reflect the current structure and activities of the program. (CDRL C.5.1-1 Updated PMP and Project Management Plans)

- C.5.1.1.8 The contractor shall ensure that the appropriate program/project management information, tools, and products are integrated and available to OCIO management and that the program management information is current and accurate. The contractor shall provide support for the selection and technical insertion – via OCIO policy – of tools to better enable program management as needs are identified.
- C.5.1.1.9 The contractor shall provide analyses, forecasts, and recommendations addressing program-level and tactical issues that may influence the program and projects, and coordinate these issues with the OCIO and DHS organizations and components. The contractor shall coordinate the integration of all program management information and program metrics into a Program Report Card. (CDRL C.5.1-2 Program Report Card)
- C.5.1.1.10 The contractor shall provide the capability to conduct the integrated program control activities. As part of this tasking, the contractor shall ensure the integration, development, tracking, monitoring, and communication of all cost, schedule and technical performance objectives. In executing this function, the contractor shall, at a minimum, support the government lead in the oversight of program control activities and performs the following program control activities.
- C.5.1.1.11 The contractor shall develop a monthly Program Management Review (PMR) brief based on the Project Status Reviews (PSRs) that provides a program/project status overview and encompasses requirements for program reporting (EVM, risks/issues, financial information, program/acquisition baseline performance, metrics). The contractor shall facilitate/support the monthly PMR meeting with the OCIO and other DHS IT leadership. The contractor shall coordinate with the project managers to continually improve upon the data provided at these reviews. (CDRL C.5.1-3 Program Management Review)
- C.5.1.1.12 The Contractor shall define appropriate schedule activities for its work and combine the schedule activities through coordination with program functional leads and project managers. The Contractor shall fully integrate schedules (to include dependencies) into an Integrated Master Schedule (IMS). The Contractor shall maintain and update the program office schedule and program IMS on a monthly basis, coordinate schedules and scheduling issues with the project managers on a monthly basis (at a minimum), and oversee and/or execute the project manager's schedule management activities to ensure that project managers are maintaining accurate and complete project schedules. (CDRL C.5.1-4 Integrated Master Schedule Updates)
- C.5.1.1.13 The Contractor shall provide integrated insight and expert opinion to the Program Director/Deputy Director, functional area leads/project managers on the technical status, and progress of the program as defined, planned, and executed by project managers. These recommendations shall focus on how deviations from the plan affect cost and schedule. The contractor shall provide emphasis to the project team by closely monitoring the enterprise architecture, systems engineering, and software development disciplines as they affect the program's ability to deliver the desired functionality to the component organizations and user communities. The contractor will track, oversee and manage the dependencies



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across programs, and throughout the full life cycle of the project for implementation projects.

- C.5.1.1.14 The contractor shall attend meetings and prepare presentation materials, as directed by the COTR. If the contractor is the sole DHS IT Infrastructure representative at a meeting, the contractor shall submit a written meeting summary within two business days of the meeting to the COTR. (CDRL C.5.1-5 Meeting Summary)
- C.5.1.1.15 The contractor shall manage all document and correspondence records retention processes, and maintain an archive of all documents and records for the PMO throughout the life of the contract.
- C.5.1.1.16 The contractor shall provide support for the development of documentation, files, and reports to support pre and post-award activities.
- C.5.1.1.17 The contractor will assist the PMO in defining reporting requirements and deliverables usable by all contractors, in meeting the specified goals of DHS OCIO, and the Information Technology Services Office, both internally and externally.

### **C.5.1.2 Strategic Planning**

- C.5.1.2.1 The contractor shall coordinate with and support the OCIO in developing the strategic visions. The contractor shall assist DHS with incorporating DHS and OCIO strategic vision and mission needs into strategic planning activities. The contractor shall incorporate ITIL and industry best practices into strategic planning efforts.
- C.5.1.2.2 The contractor shall develop a Strategic Plan to include a review of DHS strategic goals, objectives, mission needs, and critical values. (CDRL C.5.1-6 Strategic Plan)

### **C.5.1.3 Governance**

The contractor shall implement Governance in accordance with Information Technology Infrastructure Library (ITIL) practices, Capability Maturity Model integrated (CMMi) framework, and compliance with ISO 9001.

- C.5.1.3.1 The contractor shall assist the COTR in establishing Governance for policy guidance, advice, and assistance in the definition and implementation of standards, policies, processes and procedures.
- C.5.1.3.2 The contractor shall review all existing OCIO programs, policies, directives and guidance to establish a baseline of current operations governance documentation. The contractor shall analyze the findings, perform gap analysis, determine the documentation necessary to establish governance, and make proactive recommendations to improve services, create economies of scale, reduce cost, and enhance customer satisfaction. This analysis shall review current documentation for overlap, quality issues, and gaps for establishing an ITIL focused organization. The contractor shall deliver the results of the review and analysis to the COTR. (CDRL C.5.1-7 OCIO Programs Review Results)
- C.5.1.3.3 The contractor shall establish and maintain a program for the enhancement and improvement of OCIO services. The contractor shall conduct an analysis, at least semi-annually, of future programmatic and cost requirements of DHS OCIO

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services. The contractor must base the analysis upon an assessment of the current capabilities, evaluations of operational efficiency, market surveys of new and emerging technologies, and technological developments that could improve the cost effectiveness of the delivery of OCIO services. The contractor shall also consider the following factors in the analysis:

- Known future requirements and program requirements established or stated by the DHS, and authorization language contained in Congressional Committee bills
- Appropriation language
- Programs and directives received from the Department of Labor and Office of Management and Budget
- Budgetary information
- Information and requests received from other sources that utilize information technology services
- Project management guidance provided by the Infrastructure Transformation Program to Stewards to manage the delivery of infrastructure services and capabilities to its customers.
- Consider project management best practices in providing governance support

C.5.1.3.4 SOPs Assessment: The contractor shall review existing SOPs, compare with each of the Functional Areas listed in section C-1 of the Task Order, and submit a gap analysis with a prioritized list of SOPs to be developed, to the COTR. The COTR will provide an approved prioritized list to the contractor within five business days. The Standard Operating Procedures shall describe, at a minimum, the organization, methodology, approach, procedures, monitoring, auditing, problem escalation, documentation and reporting used by the contractor to accomplish the work required for the Functional Area. The COTR will review the Standard Operating Procedures and provide written comments to the contractor within 10 business days following plan delivery to the COTR. The contractor shall address Government comments and deliver the final Standard Operating Procedures to the COTR within five business days. (CDRL C.5.1-8 SOP Gap Analysis)

C.5.1.3.5 Plans and Standard Operating Procedures Maintenance: The contractor shall maintain all Plans and Standard Operating Procedures throughout the life of the Task Order. The contractor shall review the SOPs quarterly and update as necessary, or as directed by the COTR. The contractor shall submit in writing to the COTR changes in Plans and Standard Operating Procedures not less than five business days prior to the desired date of implementation. The contractor shall not implement any changes until authorized by the COTR. The contractor shall notify the CO in writing of any changes that affect Task Order cost, Task Order requirements, or terms and conditions, and not implement these changes until receiving written approval from the CO. (CDRL C.5.1-9 Plans and Standard Operating Procedures Changes)

C.5.1.3.6 The contractor shall establish, maintain, facilitate and operate the Policy/Process Review Board (IPPRB), Change Control Board (CCB), Technical Working Groups (TWG), Integrated Project Teams (ITP) and identifying, developing and institutionalizing their processes.

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- C.5.1.3.7 The contractor shall establish and maintain a Process Asset Library (PAL) for all program/project related documentation.
- C.5.1.3.8 The contractor shall ensure integration of all the plans, policies, processes and procedures at the enterprise level and leverage gate reviews to review detailed samplings of project assets and key artifacts, and ensure conformance with program governance.
- C.5.1.3.9 The contractor shall assist the Program Director in executing Governance that adheres to DHS Enterprise Architecture and Capital Planning and Investment Control in accordance with all applicable executive orders, presidential directives, other federal and DHS laws, federal orders, management directives, policies, handbooks, guidelines, processes, and procedures.
- C.5.1.3.10 The contractor shall implement, coordinate, and monitor business process improvement initiatives, business process reengineering, and business process modeling.
- C.5.1.3.11 The contractor shall assist in establishing Governance to provide policy guidance, advice, and assistance in the definition, design, and implementation of policies, procedures and standards, strategic planning, investment management, and portfolio management as required by COTR.
- C.5.1.3.12 The contractor shall assist in executing the Governance function to foster full integration between all OCIO functional areas.
- C.5.1.3.13 The contractor will assist in Project Management and SDLC tailoring activities. The contractor will utilize all available information and formulate the contractor's official position on the project's readiness to proceed to the next project or SDLC stage.

### **C.5.1.4 Technical/Infrastructure Project Management**

OCIO is currently developing and managing a variety of DHS IT infrastructure projects. These include projects such as, emergent mission-driven requirements, homeland security events, infrastructure upgrades, and new system deployments. The contractor shall provide project management and monitoring of projects, perform risk management, conduct Earned Value Management (EVM) analysis, and perform quality reviews.

- C.5.1.4.1 The contractor shall assist and support the PMO Program Director or COTR in performing all requirements necessary for all project management and SDLC requirements during the lifecycle of the projects.
- C.5.1.4.2 The contractor shall provide project management, monitoring and oversight of projects such as, project status reviews, performing risk management, cost-schedule-performance analysis and quality reviews.
- C.5.1.4.3 The contractor shall support the program design review process prior to execution to verify that all customer requirements are complete, unambiguous, and verifiable. The contractor shall establish and maintain project and infrastructure baselines upon project approval. (CDRL C.5.1-10 Project and Infrastructure Baselines)
- C.5.1.4.4 The contractor shall produce and/or oversee/analyze (at the program level) the monthly PSRs or other requested status reports in accordance with program requirements. The contractor shall provide analyses, forecasts, and recommendations addressing program control, technical solution and integration

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issues and coordinate these issues with the projects, OCIO organizations and DHS Components as necessary. As part of this process, the contractor shall prepare regular written summary analysis and products to support the periodic Program Management Reviews and facilitate/support the PSR meetings. (CDRL C.5.1-11 PMR and PSR Support Documentation)

C.5.1.4.5 The contractor shall integrate Project Management Institute (PMI) methods and a multidisciplinary approach into the projects and provide project management guidelines.

C.5.1.4.6 The contractor shall coordinate and oversee the efforts of matrixed project teams, including facilitating communication and coordination between Project Managers, Functional Managers, associate contractors and Customers.

C.5.1.4.7 The contractor shall monitor the project cost, schedule, and performance, based on an approved project plan.

C.5.1.4.8 The contractor shall follow established project management processes, procedures, gate reviews, and working group governance associated with managing a CIO project.

C.5.1.4.9 The contractor shall provide Project Managers and project support personnel to complete status reports, design documents, design validation, migration planning, service delivery guidance, project kickoff, and implementation support documents as related to each of the Project Teams. This includes specific tasks such as:

- Provide a project management/collaborative environment allowing information sharing between the Customer, contractor, DHS and project team members.
- Analyze the requirements of the customer and determine the entire lifecycle cost, scope, schedule, risks and quality controls used to baseline the project.
- Perform Risk Assessment, identify the risks, evaluate each risk based on the likelihood of its occurrence and magnitude of its impact, and develop a plan to respond to each risk.
- Develop a Project Plan that encompasses all of the discrete tasks, milestones, deliverables, responsibilities assignments matrix, work breakdown structure (WBS), quality and risk plan, and communications plan as necessary. (CDRL C.5.1-12 Project Plan)
- Conduct project execution and control to develop the product or service identified. Project execution and control utilizes all the plans, schedules, procedures and templates prepared and anticipated during project planning. Project execution and control concludes when the product of the project is developed, tested, accepted, implemented and transitioned to the Performing Organization.
- Perform EVM for applicable programs as part of project control capabilities in accordance with DHS direction
- Manage, maintain and file accurate records throughout the project.
- Provide project closeout to assess the project, develop lessons learned and best practices to apply to future projects. Project Closeout begins with a Post-Implementation Review, the review may start with a survey designed to solicit

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feedback on the project from the Project Team, Customers, Consumers and other stakeholders.

- Conduct an assessment meeting after feedback collection and evaluation to determine best practices and formulate lessons learned to inform future efforts. Maintain and file the best practices and lessons learned in a centralized organizational repository, facilitating access and retrieval by managers of future projects.
- Conduct Project Closeout and provide feedback on Project Team members, updating the skills inventory, capturing key project metrics, and filing all pertinent project materials into the project repository.

### **C.5.1.5 Requirements Development and Analysis**

C.5.1.5.1 The contractor shall provide a system for demonstrating coordination with Customers to identify their IT requirements. The contractor shall coordinate with PMO functional representatives, Customers, and other associate contractors to ensure the feasibility of developing IT solutions and acquisitions from the requirements.

C.5.1.5.1.1 The contractor shall provide support for data collection and analysis including cost information, due diligence, and analysis of data collected under this Task Order.

C.5.1.5.2 The contractor shall provide the full range of services required to gather and analyze requirements associated with DHS IT Infrastructure solutions. These services shall include requirements analysis, feasibility, validation, requirements traceability, business rules, data requirements, and interface management.

C.5.1.5.3 The contractor shall perform review and analysis of requirements in terms of a cost benefits analysis and identify economic alternatives. The contractor shall document cost benefit relationships of existing and proposed acquisition strategies.

C.5.1.5.4 The contractor shall analyze current requirement gathering processes and make recommendations for the execution of a centralized requirements review process. This new process and any attendant boards, documents or procedures will become the central point of collection or "funnel" for infrastructure requirements coming into OCIO. (CDRL C.5.1-13 Recommendations for Centralized Requirements Review Process)

C.5.1.5.5 The contractor shall develop and maintain the infrastructure requirements traceability matrix. The contract requirements traceability matrix shall demonstrate the traceability and verification of the customer requirements to the products and services developed to meet these requirements throughout the program/project life cycle. (CDRL C.5.1-14 Infrastructure Requirements Traceability Matrix)

C.5.1.5.6 The contractor shall verify inclusion of user requirements by obtaining written Customer approval. (CDRL C.5.1-15 Customer Approval of Requirements)

C.5.1.5.7 The contractor shall provide support at the project level and analysis support level for program office work and for all projects and activities; analyses will include an assessment of technical completeness/feasibility and program/project management activities. (CDRL C.5.1-16 Assessment of Program Office Work)

C.5.1.5.8 The contractor shall analyze data provided by the project managers via their milestone deliverables, work products, and other sources, ensuring that the data provides usable, integrated, and accurate program information. The contractor shall develop findings and recommendations, as appropriate, based on the analyses, and shall track and manage the resultant actions, risks or issues until closure. (CDRL C.5.1-17 Project Managers Deliverables Findings and Recommendations)

#### **C.5.1.6 Service Delivery**

The contractor shall implement Service Delivery/Service Level Management in accordance with ITIL standards. ITIL Service Delivery processes allow for the oversight and management of the IT services. It involves a number of management practices to ensure that IT services are actually provided as agreed between the contractor and the Customer.

##### **C.5.1.6.1 Customer Outreach, Interface & Coordination**

C.5.1.6.1.1 The contractor shall develop, maintain, update, and implement a Communications & Stakeholder Engagement Plan, which explains how the contractor shall perform customer outreach and communication throughout the life of the contract. The contractor shall submit the original plan to the COTR for approval. (CDRL C.5.1-18 Communications & Stakeholder Engagement Plan)

C.5.1.6.1.2 The contractor shall perform DHS communications services, using various mediums (e.g., newsletters, e-Mail, website), and coordinating presentations, briefings, and meetings between Customers, other Government agencies, and other associate contractors.

C.5.1.6.1.3 The contractor shall provide customer relations management and serve as DHS Component customer service initial point of contact for DHS IT Infrastructure services.

C.5.1.6.1.4 The contractor shall document and implement processes and procedures for improving coordination and communication between OCIO, internal/external customers, and associate contractors.

C.5.1.6.1.5 The contractor shall maintain and update the OCIO SharePoint portal. The contractor shall manage the current environment, adding new functionality and updating existing data.

C.5.1.6.1.6 The contractor shall coordinate communications efforts, and develop and manage plans and products consistent with roles and responsibilities established among support contractor teams. Included in this role are service delivery announcements, event implementation plans, and the development of production of tactical communications products. The contractor shall coordinate the appropriate reviews of all communications products it develops and incorporate recommended changes resulting from these reviews. (CDRL C.5.1-19 Communications Plans and Products)

#### **C.5.1.7 Service Level Management**

C.5.1.7.1 The contractor shall develop, maintain, update, and implement, throughout the life of the contract, a Service Level Management Plan in accordance with ITIL

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standards. The plan shall describe (at a minimum) procedures for management of SLAs, SLA development, service effectiveness, dispute management and SLA reporting. The contractor shall submit their Service Level Management plan to the COTR. (CDRL C.5.1-20 Service Level Management Plan)

C.5.1.7.2 The contractor shall monitor associate contractor performance against current SLAs and assist in developing new SLAs.

C.5.1.7.3 The contractor shall develop, maintain, and update a Service Catalog of standard Information Technology Services Office products and services. The catalog shall group products and services into logical sets to facilitate use. The catalog, along with its pricing schedule, will form the basis for the Information Technology Services Office to provide specific products and services to customers. The catalog shall include, as a minimum, the elements for each product and service as shown in TE-C.5.1-001. The contractor shall submit the proposed Service Catalog to the COTR for approval. (CDRL C.5.1-21 Service Catalog of Standard Information Technology Services Office Products and Services)

C.5.1.7.3.1 The contractor shall update the Service Catalog annually, or as requested by the COTR.

### **C.5.1.8 Acquisition Services**

C.5.1.8.1 The contractor shall provide support for completing all actions associated with acquiring IT infrastructure products and support services, for both program and project level. The contractor shall provide acquisition, procurement and contract administration support. The contractor shall assist acquisition planning; spend rate analysis, contract closeout, service level management, and performance management measures. The contractor shall research and become thoroughly knowledgeable in the particular products and services for acquisition in order to identify and document the acquisition strategy.

C.5.1.8.2 The contractor shall use the DHS approved acquisition system, currently PRISM, for all requisition actions. The contractor shall use established DHS internally developed tracking systems. All contractors performing contract support functions shall be required to attend Government provided PRISM training in order to gain PRISM access.

C.5.1.8.3 The contractor shall comply with all DHS regulations and FARs established for procuring IT products and services.

C.5.1.8.4 The contractor shall support market research to identify products, services, determine if capable commercial sources exist in the marketplace, and to determine associate contractor availability, interest, and capability.

C.5.1.8.5 The contractor shall review and analyze relevant market research information and technical profiles on industry trends and technology assessments to determine the best source for DHS services.

C.5.1.8.6 The contractor shall document the results of the market research and/or when insufficient data exists to determine private sector interest/capability and provide the documentation to the COTR. (CDRL C.5.1-22 Market Research Results)

C.5.1.8.7 The contractor shall assist in developing statements of works/statements of objectives, acquisition plans, independent government cost estimates,

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procurement requests, limited source justifications, 508 compliance forms, OCIO IT acquisition checklists, DD254s, and other documentation required to complete an IT acquisition within the timelines determined by the COTR for the specific acquisition action. These documents shall define the program requirements in sufficient detail for developing and issuing solicitations and contracts, and for prospective associate contractors to submit bids or proposals in support of the specific action. (CDRL C.5.1-23 SOWs/SOOs, Acquisition Plans, IGCEs, Procurement Requests, Limited Source Justifications, 508 Compliance Forms, OCIO IT Acquisition Checklists, DD254s)

- C.5.1.8.8 The contractor shall provide recommendations for documentation requirements that typically include proposal preparation instructions, source selection plans, technical and business evaluation handbooks, and other documentation required to instruct and assist evaluators in carrying out proposal evaluations. (CDRL C.5.1-24 Source Selection Plans)
- C.5.1.8.9 The contractor shall provide in writing potential acquisition evaluation methods, criteria, and tools that can be used to conduct such evaluations in a more economic and efficient manner and provide the recommendations to the COTR for approval. (CDRL C.5.1-25 Acquisition Evaluation Recommendations)
- C.5.1.8.10 The contractor shall provide support to the Source Selection Officials on technical or business proposal evaluation teams assigned to the review, analysis, and evaluation of proposals received in response to solicitations issued as requested by the COTR.
- C.5.1.8.11 The contractor shall assist with the compilation of the solicitation, including the identification and production of exhibits and attachments, bidder mailing lists, and other documentation required to support the preparation and mailing of solicitations to prospective offerors as directed by the COTR. (CDRL C.5.1-26 Solicitation Documents)
- C.5.1.8.12 The contractor shall provide program management and tracking oversight to the entire purchase requisition cycle from determining requirements, acquiring the IT products or services, and implementing the new acquisitions.

### **C.5.1.9 Contract Administration**

The contractor shall provide contract administration and vendor management to the COTR such as:

- C.5.1.9.1 The contractor shall conduct review and analysis of associate contractor compliance with terms and conditions of the contract, and provide documentation of any discrepancies or adverse action recommendations to the COTR.
  - C.5.1.9.1.1 The contractor shall conduct review and analysis of contract deliverables to determine their compliance with contract/program requirements and the DHS standards. The contractor shall prepare an analysis report documenting the findings to the COTR within one business day of analysis completion. (CDRL C.5.1-27 Contract Deliverables Analysis Findings)
- C.5.1.9.2 The contractor shall prepare and provide to the COTR, procurement request packages for contract change orders, incremental funding modifications, and preparation and issuance of delivery or task orders, and independent government cost estimates. (CDRL C.5.1-28 Procurement Request Packages)



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- C.5.1.9.3 The contractor shall review other associate contract invoices to validate receipt of products and services, ensure accuracy of the invoice, completeness, compliance with contract requirements, and burn rate analysis to project that sufficient funds remain to sustain necessary service levels through the period of performance. The contractor shall prepare invoices for COTR approval and submit to CO and/or Payment Office for processing. (CDRL C.5.1-29 Invoices)
- C.5.1.9.4 The contractor shall research issues surrounding protests and claims, and compile and/or produce data to support the government's position in response to such actions.
- C.5.1.9.5 The contractor shall provide audit and analysis of completed contracts for all services and receipt of all deliverables to closeout the contract. The contractor shall perform services such as research and analysis of the program office or COTR's file and the financial office files to validate completion, proper invoicing, and payment of all delivery orders or task orders as required by the COTR.

### **C.5.1.10 Financial Management**

- C.5.1.10.1 The contractor shall perform budget formulation, budget execution, analysis, billing, and financial tracking services. The contractor shall use the DHS approved financial system, currently Federal Financial Management System (FFMS), for all financial actions and invoices. The contractor shall use established DHS internally developed tracking systems for financial entities. All contractors performing financial activities shall attend Government provided FFMS training in order to obtain an account on FFMS. The contractor shall provide financial control and analysis functions to support all aspects of financial requirements, such as, budgetary planning, budget formulation, budget forecasting, investment review, development of funding strategies, and earned value management implementation.
- C.5.1.10.2 Budget Formulation
  - C.5.1.10.2.1 The contractor shall provide financial control and analysis functions to support all aspects of financial requirements, such as, budgetary planning, budget formulation, and budget forecasting.
  - C.5.1.10.2.2 The contractor shall prepare the annual budget, Office of Management and Budget (OMB) 300 submissions, Congressional Justifications and Capital Planning and Investment Control (CPIC) requirements, Future Years Homeland Security Program (FYHSP), and any associated documentation necessary for budget formulation and provide the documentation to the COTR. (CDRL C.5.1-30 Annual Budget Documentation)
  - C.5.1.10.2.3 The contractor shall review and analyze program planning and budgeting issues, from a technical perspective as part of developing spend plans.
  - C.5.1.10.2.4 The contractor shall review and assess Department-wide IT infrastructure requests, life cycle costing capability and EVM implementation.
  - C.5.1.10.2.5 The contractor shall develop Working Capital Fund contribution formulas and assist the COTR in developing budget calls for services provided by the OCIO, especially National Capital Area (NCA). (CDRL C.5.1-31 Working Capital Fund Contribution Formulas)

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C.5.1.10.2.6 The contractor shall manage and monitor Working Capital, and appropriated funds, as directed by the COTR, respond to budget requests from Congress, OMB, CFO, CIO or other federal requests.

C.5.1.10.2.7 The contractor shall review and analyze financial reports as directed by the COTR.

C.5.1.10.2.8 The contractor shall prepare presentations for budget briefings and participate in financial meetings with OCIO management, customers, and other federal entities. (CDRL C.5.1-32 Budget Briefing Presentations)

### C.5.1.10.3 Budget Execution

C.5.1.10.3.1 The contractor shall provide budget execution support to the COTR to include preparing purchase requests, track spending, tracking of the annual budget, perform budget reconciliation, and preparing any other budget execution documentation. (CDRL C.5.1-33 Budget Execution Documentation)

C.5.1.10.3.2 The contractor shall provide oversight of budget outlays against current allocations to ensure the proper allocation and disbursement of funds against the contract consistent with the requirements of the Anti-deficiency Act and report findings to the COTR. (CDRL C.5.1-34 Budget Reconciliation Documentation)

C.5.1.10.3.3 The contractor shall coordinate with the Budget Office, Working Capital Fund, CIO and CFO on any budget issues and resolve any issues.

C.5.1.10.3.4 The contractor shall verify customers received accurate invoices, track and maintain committed, obligated, and expensed funds, record and track-expended funds to budget line items.

C.5.1.10.3.5 The contractor shall prepare funds related tracking spreadsheets, databases, reports, contract burn rates; spend plan tracking, and presentations as required by the COTR. (CDRL C.5.1-35 Funds Tracking Spreadsheets)

### C.5.1.11 Asset Management

#### C.5.1.11.1 General Asset Management Services

DHS must have complete visibility of IT assets throughout their entire lifecycle. Asset Management is the process of acquiring, receiving, deploying, utilizing, controlling/accounting, and disposing assets. IT assets are defined as all IT hardware and software assets, software licenses, wireless devices, copiers, fax machines, telecommunications equipment, and any other DHS designated accountable IT property. DHS must be able to assess current IT asset information in order to facilitate acquisition, receive assets, store, reconcile receipts with purchases, record descriptive elements and costs of its assets, distribute, locate, track, update, arrange for retrieval, store surplus, decommission, and remove assets from inventory. The contractor shall perform the complete spectrum of asset management services. TE C.5.1-003 contains the most recent inventory of DHS assets.

C.5.1.11.1.1 The contractor shall provide an asset management capability to electronically and physically inventory assets, reveal configurations, and reconcile all pertinent information regarding IT resources in a comprehensive asset-tracking repository for the entire organization.

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- C.5.1.11.1.2 The contractor shall create an asset replacement cycle, and perform redeployment and disposal actions. Life cycle analysis facilitates effective and efficient use of assets by assessing asset utilization, standardizing configurations, and preventing unneeded purchases.
- C.5.1.11.1.3 The contractor shall integrate the Asset Management systems to the Help Desk application, to allow operational IT technicians to quickly review vital aspects of a customer's computing environment.
- C.5.1.11.1.4 The contractor shall track and update all asset events and status changes such as, installation, upgrades, movement between locations, user and organizational assignment, repair, maintenance, replacement events, and disposal. The contractor shall record these events in the DHS provided Asset Management systems.
- C.5.1.11.1.5 DHS will provide the contractor a Radio Frequency Identification (RFID) and Asset Management application, Sunflower or other GFE that shall electronically update. The contractor shall manage the RFID system, RFID tagged assets and use RFID tools to update asset inventory.
- C.5.1.11.1.6 The contractor shall operate, update and maintain the DHS asset management application and asset records to reflect configuration changes.
- C.5.1.11.1.7 The contractor shall prepare and submit asset reports to the COTR by the dates designated in TE-C.5.1-002. (CDRL C.5.1-36 Asset Reports)
- C.5.1.11.1.8 The contractor shall manage, maintain and update all required elements of the asset record, from asset acquisition throughout the asset's lifecycle up to and including decommissioning, in the prescribed asset management application.
- C.5.1.11.1.9 The contractor shall update and maintain the asset management applications with the following information as a minimum:
- Accurate and up-to-date data for all required fields, including person assigned, physical location to include facility, building, floor and room), organization, Property Control Officer (PCO), and asset history
  - Standardization of record formats to include a data dictionary with predefined definitions and acronyms used for record entries
  - Inventory of COTS licenses and track the distribution of licenses
  - Initial cost, incremental costs, and ownership status (purchase or lease)
  - Retain, reconfigure, and reissue serviceable surplus hardware
  - Manufacturer information including name, model or version numbers, and serial number)
  - Acquisition information to include vendor, contract number, delivery order, date of purchase, date received, deployment date and any service dates
  - Warranty information to include provider, expiration, and service standard
  - Operating system and software release and/or patch version, date installed, and government verification of installation (date and verifier)
- C.5.1.11.2 Asset Receipt & Distribution

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- C.5.1.11.2.1 The contractor shall place the equipment into inventory and/or arrange delivery to the customer and update the DHS asset record with assignment information after delivery. The contractor shall manage all inventory facilities and equipment issuance.
- C.5.1.11.2.2 The contractor shall stage equipment prior to shipment for new installations to facilitate seamless systems operation and reduce maintenance costs as directed by the COTR.
- C.5.1.11.2.3 The contractor shall reconcile asset delivery with acquisition notification, identify discrepancies between purchase orders and shipments, validate for payment and provide payment verification to designated contract support personnel, and resolve discrepancies. If the contractor finds a damaged shipment, then the contractor shall coordinate equipment repair/replacement with the vendor.
- C.5.1.11.2.4 The contractor shall manage, maintain and file asset records for all items in the approved asset management application regardless of administrative assignment of the asset.
- C.5.1.11.2.5 The contractor shall receive notification of asset acquisition; coordinate delivery, receive the asset, apply DHS tag (if required) and enter asset information into the Government furnished asset management application.
- C.5.1.11.2.6 The contractor shall notify the receiving Property Control Officer (PCO) of the delivery of the asset and update the asset-tracking application with the asset's assignment information to include organization, user, and PCO.
- C.5.1.11.2.7 The contractor shall request and obtain monthly lists of all projected new and departing personnel from DHS and its associate contractors. These lists will form basis for the activation/deactivation of accounts; asset reclamation/reassignment actions; and updates to the asset assignment information in the Asset Management application.
- C.5.1.11.3 Provide Spares Provisioning
  - C.5.1.11.3.1 The contractor shall prepare and maintain a Support Plan to govern spares management, the forward deployment of spares to maintenance support offices and DHS sites, the repair and replenishment actions, and status reporting. (CDRL C.5.1-37 Spares Provisioning Support Plan)
  - C.5.1.11.3.2 The contractor shall maintain a stock of spare parts, based on Original Equipment Manufacturer (OEM) recommendation and failure analysis based on actual user tickets and reports. Demand will alter quantity stocked; re-order point, buffer quantity, and order/ship time (OST) allowance. For stock control, the contractor shall use a stock control/Enterprise Resource Program capability. The contractor shall maintain the stock of GFE in sufficient quantity to fulfill performance standards in accordance with the PRS.
  - C.5.1.11.3.3 The contractor shall implement proven industry standard procedures to ensure adherence to FAR requirements for all procurement services. The contractor procurement system shall provide linkage to DHS financial controls (B & F) for stewardship surveillance.
- C.5.1.11.4 GFE Use/Re-utilization Plan

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The contractor shall develop, maintain, and update a GFE Use/Re-utilization Plan for GFE use, re-utilization and disposition based upon an express set of guidelines detailing the structured analysis and disposition of the GFE hardware and software. The Plan shall include standards set by the system definition and design, and shall include the list of specifications the hardware and software must meet to qualify for use in the specific network or system. The contractor shall submit the Plan to the COTR for approval. (CDRL C.5.1-38 GFE Use/Re-utilization Plan)

C.5.1.11.4.1 The Plan shall include guidelines that address the ability of the existing hardware and software to meet required DHS security requirements, and the compatibility of the existing applications and services with the system infrastructure.

C.5.1.11.4.2 The Plan shall include a template for documenting the business case for the use/re-utilization of GFE versus new hardware, software, and circuits. Any re-utilization of Government applications assumes that the Government or the Government's designated contractor will modify, certify, and accredit the applications prior to integration.

C.5.1.11.4.3 The Plan shall also include evaluation of, and beneficial alternative recommendations for, disposition of currently leased vendor equipment/property.

### C.5.1.11.5 Decommission and Disposal

C.5.1.11.5.1 Upon notification by the COTR that a hardware asset is to be decommissioned, the contractor shall perform the following actions:

- Arrange for retrieval of item
- Update asset record to reflect change in status
- Sanitize/degauss hard drive utilizing approved degaussing equipment specified in National Security Agency/Central Security Service Policy 9-12, annex A
- Prepare item for surplus, donation, or disposal
- Complete all documentation requirement for decommissioning
- Facilitate final disposition of hardware and software

### C.5.1.11.6 Asset Accountability

C.5.1.11.6.1 The contractor shall conduct quarterly physical inventories of all IT hardware and software assets, software licenses, wireless devices, copiers, fax machines, telecommunications equipment, and any other DHS designated accountable IT property, consistent with DHS policy. The contractor shall reconcile the findings of these physical inventories with the records maintained in the DHS Sunflower, and RFID asset management applications. The contractor shall provide the results of the reconciliations to the COTR. (CDRL C.5.1-39 Asset Inventory Reconciliations)

C.5.1.11.6.2 The contractor shall provide a report on asset and software license utilization, configuration anomalies, and warranty status to the COTR monthly.

### C.5.1.12 Oversight

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Oversight: The contractor shall provide performance management, quality assurance, and risk management services in support of IT infrastructure projects.

### C.5.1.12.1 Performance Management

C.5.1.12.1.1 The contractor shall develop, a performance management and Balanced Scorecard system for the Program Management Office, and provide the proposed system to the COTR for approval. The contractor shall implement, and manage the approved system, and prepare and submit the scorecard to the COTR monthly. This activity shall own and maintain all performance measures for each contract and project. (CDRL C.5.1-40 Balanced Scorecard Update)

C.5.1.12.1.2 The contractor shall establish and integrate performance measurement processes into the organization for all finance, quality of services, customer satisfaction, continuous improvement, and primary ITIL functional areas.

C.5.1.12.1.3 The contractor shall analyze performance measurement information identifying issues, and provide recommendations and findings to the COTR. (CDRL C.5.1-41 Performance Measurement Recommendations and Findings)

C.5.1.12.1.4 The contractor shall have primary responsibility for the implementation and integration of performance metrics across the program. In conducting this function, the Contractor shall establish and maintain a Metrics Plan and the Metrics Handbook to reflect the metrics actually being created and maintained. The Contractor shall also analyze the current set of metrics and identify other metrics that should be implemented to support the Program as it enters new stages of the life cycle. The contractor shall continuously monitor the implemented metrics and define new metrics as appropriate. Additionally, the contractor shall collect, aggregate and analyze project metrics on behalf of the program metrics data, and recommend corrective action for keeping within the established baseline. (CDRL C.5.1-42 Performance Metrics Plan and Metrics Handbook)

C.5.1.12.1.5 The contractor shall monitor and analyze the project metrics data ensuring accuracy and the appropriateness of metrics collected. The contractor shall present the analysis, coupled with findings and recommendations, to the Program Director/Deputy Director on a quarterly basis for action. The contractor shall enter, track and manage this information in the program action item database. The contractor shall enter, track, and manage risks and issues resulting from the analyses within the program risk and issue processes. (CDRL C.5.1-43 Project Metrics Data Findings and Recommendations)

### C.5.1.12.2 Quality Assurance

C.5.1.12.2.1 The contractor shall implement Quality Assurance program to increase performance and reduce the risk of projects, operations and associate contractor failure. The program shall emphasize deficiency detection, prevention and address timely corrective actions for unsatisfactory performance.

C.5.1.12.2.2 The contractor shall prepare a Quality Assurance Plan, which describes the contractor's Quality Assurance Program. The contractor shall submit the original plan to the COTR for approval and submit any changes in the plan to the COTR for approval prior to implementation. The Plan shall describe the

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contractor's methods to monitor projects, and operations, and ensure all contract requirements are completed in accordance with the specifications of their contracts and industry standards. (CDRL C.5.1-44 Quality Assurance Plan)

C.5.1.12.2.3 The Quality Assurance Plan shall include contractor conducted customer surveys. The contractor shall conduct these surveys to determine customer satisfaction with the infrastructure operations and maintenance services, and provide the results of the surveys to the COTR.

C.5.1.12.2.4 The Quality Assurance plan shall include a customer comments and complaint program. The program shall allow identification and correction of validated customer complaints, and provide feedback to the Government and customers on corrective action(s) taken. The term customer refers to customers internal and external to the organizations identified by this Task Order.

C.5.1.12.2.5 The contractor shall provide QAEs to inspect projects, operations, and associate contractors for compliance with contract terms and conditions throughout the contract period. They will perform inspection procedures and base the evaluations on the information contained in the QASP and as outlined in FAR 52.246-5. Typical procedures include 100 percent inspection, random sampling, planned sampling, and validated customer complaints.

C.5.1.12.2.6 The contractor shall record surveillance inspections and deliver all surveillance inspection reports monthly to the COTR by the second Wednesday of each month. The contractor shall issue a Contract Discrepancy Report (CDR) as directed by the COTR, when performance is unsatisfactory. The contractor shall follow up on the CDR and ensure they receive a written reply within ten business days from the date of the CDR, giving the reasons for the unsatisfactory performance, corrective action taken, and procedures to preclude recurrence. The contractor shall provide all CDR replies to the COTR within three business days of receipt. (CDRL C.5.1-45 Surveillance Inspection Reports)

### C.5.1.12.3 Risk Management

C.5.1.12.3.1 The contractor shall develop a Risk Management Plan that shall address cost, schedule, technical, project, and program risks. The technical risks shall include design, requirement volatility, security, operations, and technology factors. The contractor shall submit a Risk Management Plan to the COTR and COTR and shall update the plan at least annually. (CDRL C.5.1-46 Risk Management Plan)

C.5.1.12.3.2 The contractor shall document risks in a risk management system and review weekly with the COTR at a Risk Review Board, with representation from key project areas.

C.5.1.12.3.3 The contractor shall assist in the identification of risks associated with the technologies included in program/project solutions and risks associated with the methods and techniques used to develop those solutions.

C.5.1.12.3.4 The Contractor shall also synthesize outstanding status and coordinate the integration of all issue and action item information into the Program Report Card.

C.5.1.12.3.5 The contractor shall provide support for managing the risk/issue management process.

#### **C.5.1.13 Human Capital Planning and Management**

C.5.1.13.1 The contractor shall provide the capability for performing all aspects of program office human capital planning and management including development, maintenance, and execution of the Program's Strategic Human Capital Management Plan for government staff.

C.5.1.13.2 The contractor shall perform all aspects of learning and development work related to execution of the program including development, maintenance, and execution of the Program Training Management Plan, Individual Development Plans for government employees, annual training needs assessment, and the development of fiscal year training plan. The contractor shall develop an annual training plan each fiscal year in support of the Training Management Plan. The training scope includes functional training to close identified skill gaps, training on OCIO assets, training on technology tools used specifically by the program office and professional certification training. (CDRL C.5.1-47 Program Training Management Plan)

#### **C.5.1.14 Personnel Certification Training**

C.5.1.14.1 The contractor shall provide training, test preparation, and testing for the following professional certifications of designated government personnel:

- Project Management Professional (PMP)
- Information Technology Infrastructure Library (ITIL) initial level
- Certified Information Systems Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- Global Information Assurance Certification (GIAC)
- Other certifications as designated by the COTR

C.5.1.14.2 The contractor shall maintain a record of the DHS government personnel who have taken the certification training and their certification examination results. The record of certification training and examination results shall be provided to the COTR annually and as requested. (CDRL C.5.1-48 Record of Certification Training and Examination Results)

#### **C.5.1.15 Change and Configuration Management**

C.5.1.15.1 The contractor shall manage the program change management process and configuration management activities. The contractor shall also conduct the program and project configuration control activities. This shall include supporting the Government-chaired program Change Control Boards (CCBs) and performing the administration of the overall CCB process including the coordination of the CCB meetings. CCB coordination includes, at a minimum, the scheduling of the meetings, production of the agendas, packaging of the Change Requests (CRs), and production of the meeting minutes.

C.5.1.15.2 As part of the configuration management process, the Contractor shall ensure that each CR is complete, including the impact and independent pricing analysis if



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required, prior to submitting the CR to the program. The Contractor shall also coordinate with POCs assigned to develop or respond to CRs, and shall monitor and track CRs to their completion. The Contractor shall also analyze and report on CRs to identify root causes for the initiation of CRs to include feedback of recommendations to improve the requirements management process. As part of coordinating and tracking the CRs, the Contractor shall coordinate changes to the scheduled delivery of products and provide the necessary information for integration into the IMS.

### **C.5.2 SECURITY SERVICES**

The DHS information systems security objective is to preserve the confidentiality, integrity and availability across a consolidated information technology (IT) environment (FOUO), classified and compartmented), establishing and maintaining an enterprise security program in accordance with federal and DHS Management Directives, policy, guidance and architecture. The contractor shall be required to interface with several DHS Information System Security Managers (ISSMs) to maintain the security posture within each and across the consolidated IT environment. The contractor is expected to provide the capability for full system security lifecycle management such as, providing the necessary program management in accordance to the security requirements, security strategy, security planning, risk management, security education and awareness, security program assessment, security monitoring, Information Technology Services Office Security Information Management (SIM), security operational processes and procedures, conceptual and technical security frameworks, modifications to the DHS Security Architecture as determined necessary, security control design, review and reporting necessary to provide an Enterprise Security Program for the Office of the Chief Information Officer, Information Technology Services Office.

#### **C.5.2.1 Requirements Definition**

C.5.2.1.1 The contractor shall coordinate with each respective DHS ISSM to develop and sustain an integrated information security framework capable of meeting mission requirements.

C.5.2.1.2 The contractor shall provide a Government- approved independent associate to provide security test plans and conduct Security Tests & Evaluations. (CDRL C.5.2-1 Independent Associate Test Recommendation)

C.5.2.1.3 The contractor shall assist in the development of operational security policies and standards for the DHS IT infrastructure. The contractor shall assist the respective DHS ISSM with Certification and Accreditation (C&A) lifecycle management for DHS systems and applications.

C.5.2.1.4 The contractor shall support oversight of all areas of the security program such as, the following areas:

- Security Program Management
- Security Process Framework
- Continuous Security Monitoring
- Security Compliance in accordance with all applicable executive orders, presidential directives, other federal and DHS laws, federal orders management policies, handbooks, guidelines, processes, and procedures.

- C.5.2.1.5 The contractor shall perform physical security reviews as directed by the COTR. The contractor shall provide the results of the reviews to the applicable ISSM. (CDRL C.5.2-2 Physical Security Reviews)
- C.5.2.1.6 The integrated DHS/contractor Security Team shall implement information system security processes and procedures that ensure all new system acquisitions, systems development and modifications to existing systems shall address DHS security requirements.
- C.5.2.1.7 The contractor shall conduct the C&A Process according to all applicable executive orders, presidential directives, other federal and DHS laws, federal orders, DNI or DCI directives, management policies, handbooks, guidelines, processes, and procedures.
- C.5.2.1.8 The contractor shall implement directives, policies and guidance to accredit all systems processing, storing or transmitting information prior to placing such systems into production. These directives shall prohibit connectivity between DHS information systems and any other information systems or networks not under DHS authority. The contractor shall ensure receipt of an, approved standard Interconnection Security Agreement (ISA) formally approved by the appropriate DHS Signatory Authority.

#### **C.5.2.2 Team Structure and Approach**

The DHS ISSM, the contractor Security Program Director, and the DHS will work collaboratively with the DHS IT Capital Planning, Enterprise Architecture, and IT Security and Information Assurance Program management organizations. Because Clinger Cohen compliance factors contain governance structures, change management and other cross team activities, this is a critical horizontal function that intersects the integrated DHS/contractor team's organization structure. The contractor Security Program Director will coordinate directly with the DHS ISSM.

The contractor shall propose an integrated teaming structure fully cognizant of the DHS situation, needs, and desired outcomes. The integrated security team shall support and coordinate activities across all technology and program initiatives under DHS.

In addition to this structure, the contractor must collaborate with the integrated security team on a unified approach. As a first step, the collaboration will establish a jointly created understanding of the interrelationships between the key work streams underlying DHS headquarters—security strategic planning, capital planning and control, enterprise architecture, and Information Assurance Architecture. A joint and clear understanding of the interaction and interdependencies inherent in these work streams is critical to eliminating duplicative activities and to orienting all work to accomplish the appropriate outcomes. The integrated DHS/contractor security team will form a management infrastructure to execute the stated mission and management of the DHS ISSM Security Program.

#### **C.5.2.3 Operational Security Architecture**

The operational security architecture is the explicit description and documentation of the current and desired security relationships among business and management processes and information technology. It describes the current operational infrastructure and target infrastructure to include all system components, information and network flows to maintain and optimize the security environment /IT portfolio.

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C.5.2.3.1 The contractor shall assist the DHS in developing and documenting operational security architecture. The contractor shall provide an operational security architecture strategy that allows DHS to support its current state and will provide a roadmap for transition to its target environment. The contractor shall develop the operational security architecture to define principles and goals, provide guidance, promote interoperability, and provide for secure public access.

### **C.5.2.4 Certification and Accreditation**

The scope of the C&A Process shall encompass all DHS sites listed in TE-C.3.1-001.

C.5.2.4.1 The contractor shall complete the C&A Process on information systems at each site with significant re-utilization of existing security controls, and incorporate them into the security C&A documentation of all information systems at the site, and provide the results to the COTR. (CDRL C.5.2-3 C&A Documentation)

C.5.2.4.2 The contractor shall provide the certification team and prepare necessary C&A documentation. The contractor shall provide all C&A documentation to the COTR for approval.

C.5.2.4.3 The contractor Certification Team shall coordinate with the DHS representatives assigned to the key roles of Designated Accrediting Authority (DAA), Information System Security Officer (ISSO), ISSM, CIO, and other authorities relevant to the C&A process as directed by the COTR.

C.5.2.4.4 The contractor's approach, where appropriate, shall propose groupings of multiple information systems to facilitate a more efficient C&A Process.

### **C.5.2.5 Systems Security Authorization Agreement**

C.5.2.5.1 The contractor shall create and submit to the COTR a Systems Security Authorization Agreement (SSAA) for classified system certification and accreditation in accordance with DHS MD 4300.1. The contractor shall comply with the criteria for Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) phases, tailored for the classified system as approved by the DAA. (CDRL C.5.2-4 Systems Security Authorization Agreement)

C.5.2.5.2 The contractor shall develop and submit a Certification and Accreditation Plan for classified systems, outlining all applicable SSAA deliverables. The C&A Plan shall address proposed DIACAP tailoring and the use of system or type accreditation for classified systems. The DHS DAA must approve the C&A Plan prior to initial SSAA submittal. (CDRL C.5.2-5 Certification and Accreditation Plan)

C.5.2.5.3 The contractor shall obtain DAA Authorization to Operate (ATO) for any classified system data element prior to connecting or operating that element as an integral part of the classified system, and before permitting any classified data on the data element.

C.5.2.5.4 The contractor shall maintain the SSAA, updating it whenever necessary to ensure it reflects the current operating system mission, environment, and architecture. The contractor shall accomplish these updates at least annually or whenever required by the COTR.

C.5.2.5.5 The contractor shall develop and provide all applicable DIACAP reports as described in the approved C&A Plan. (CDRL C.5.2-6 DIACAP Reports)

C.5.2.5.6 The contractor shall develop and provide to the COTR, the following summaries, reports, and documents as part of the SSAA, or as a separate report in the case of risk assessment:

- Physical, Personnel, and Management Control Review Summary Report
- TEMPEST Evaluation Summary Report
- COMSEC Compliance Evaluation
- Contingency Plan Maintenance Summary Report
- Configuration Management (CM) Summary Report
- Risk Assessment Report
- Compliance Validation Summary Report
- Intelligence and Analysis Plan
- Discretionary Access Control (DAC) Policy
- Malicious Code Prevention Procedures

#### **C.5.2.6 IT Security and Information Assurance Planning and Reporting**

C.5.2.6.1 Security Program Management Plan: Upon execution of the Task Order, the integrated security DHS/contractor management infrastructure shall develop an Integrated Security Program Management Plan, a security weekly status report, and a security monthly status report. As part of the Security Program Management Plan, the contractor shall include factors of IT Security and Information Assurance Planning such as the following: (CDRL C.5.2-7 Security Management Plan)

- Security Management & Strategic Planning (Risk Assessments, Policy and Procedures, SLA Management, Planning), Security SLAs
- Security Engineering (Infrastructure and Applications Solutions Development)
- Operational Security Architecture
- Security and Information Assurance Planning
- Clinger-Cohen Core Competencies
- Security Operations (Security Management Center (SMC), PEP)
- Management, Intrusion Detection System (IDS) Management, Virus Management, Incident Response, Vulnerability Scanning)
- Security Compliance (Red Team, Blue Team, External Compliance Audit, Internal Policy Audit, Security Training, Certification and Accreditation, SLA Metrics)
- A Security Program Work Schedule integrated into the overall DHS Program Schedule
- A comprehensive incident response process, reporting, transition and execution plan

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- A vulnerability assessment process, reporting, remediation, transition and execution plan
- An Anti-Virus vulnerability assessment process, including reporting, remediation, transition and execution plan elements, a PEP development and concept of operations plan
- A security Concept of Operations manual, deployment plan, and maintenance report
- A security compliance health check reporting, and issues resolution report
- A Security Program Financial Plan
- Audit Review Process

### C.5.2.6.2 Security Weekly Status Report

The contractor shall develop, manage, maintain and file the weekly Security Status Report. The report shall include items such as the following: (CDRL C.5.2-8 Security Weekly Status Report)

C.5.2.6.2.1 Integrated Security Program Management Plan updates with complete schedule details, weekly security reports outlining intrusion detection analysis and patch management compliance.

C.5.2.6.2.2 Integrated Security Program risk updates with associated mitigation and contingency plans, resource change updates.

C.5.2.6.2.3 Deliverable(s) Traceability Matrix updates, weekly task accomplishments, expected task accomplishments for the following week, and any Issues/concerns.

### C.5.2.6.3 The Security Monthly Status Report

The contractor shall develop, manage, maintain and file the Security Monthly Status Report. The monthly report shall include such items as the following: (CDRL C.5.2-9 The Security Monthly Status Report)

C.5.2.6.3.1 System Certification Status and pending issues, system vulnerability scans using GFE tools to assess and report on all systems within the fully connected network environment.

C.5.2.6.3.2 Information Systems Self Assessment Reports compliance progress, and Incident Management reports outlining the full number of incidents handled to date, including incident status, (i.e. open, closed, pending) and resolution status with actions taken by the Incident Response Team.

C.5.2.6.4 The integrated security program solution for DHS security and information assurance for DHS revolves around a risk based information sharing and protection strategy. The contractor shall ensure all artifacts delivered support operational security architecture tasks, subtasks and activities, and accurately represent DHS security policy and standards. IT security engineering and design initiatives have the responsibility to build secure systems, leveraging operational security architecture to ensure alignment and traceability to the DHS security policies, standards, and processes that enable information infrastructure protection. As part of the Security Program Management Plan, the contractor shall include factors of IT Security and Information Assurance Planning such as the following:

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C.5.2.6.4.1 The contractor shall consider and include future information sharing and information technology requirements as part of this process, leveraging operational security architecture and emerging business information sharing initiatives.

C.5.2.6.4.2 The contractor shall review and analyze DHS policy and the associated components in the Technical Reference Model (TRM) to identify discrepancies, and propose solutions to address information assurance deficiencies and provide the findings to the COTR. The contractor shall implement those solutions approved by the COTR. (CDRL C.5.2-10 Review and Analysis of Security Policy Findings)

C.5.2.6.4.3 The contractor shall design and propose to the COTR, security measures and metrics in accordance with NIST standards, to track full compliance with the Security Management Plan across the DHS. (CDRL C.5.2-11 Security Management Plan Security Measures and Metrics)

### **C.5.2.7 Security Self Assessment**

C.5.2.7.1 The contractor Security Team Security Risk Analyst(s) shall conduct comprehensive reviews of systems and applications within the boundaries of the DHS network environment.

C.5.2.7.2 The contractor shall conduct the threat assessment process in correlation with DHS as mandated by OMB Circular A-130 and complete the assessment process within the security lines of National Institute of Standards and Technology (NIST) 800-30, Risk Management Guide for Information Technology Systems and NIST 800-53/53A, Security Self Assessment Process.

C.5.2.7.3 The contractor shall conduct the threat assessment analysis and maintain the DHS portfolio, determine baseline security requirements, perform annual self-assessments, and oversee continuous monitoring. DHS may require more frequently scheduled self-assessments to ensure compliance in the event of changes to the information system environment.

C.5.2.7.4 The contractor shall analyze threats, network and computing events on IT system in conjunction with the potential vulnerabilities and the controls in place to determine and mitigate the likelihood of a future adverse event.

C.5.2.7.5 The contractor shall implement a self-assessment methodology in accordance with DHS and NIST policies and standards. The contractor shall create and propose a plan of action and milestones (POAM) to correct weaknesses. The contractor shall implement all POAM approved by the COTR. (CDRL C.5.2-12 Security Self-Assessment POAM)

### **C.5.2.8 Vulnerability Management**

C.5.2.8.1 The contractor shall provide a vulnerability assessment validation program as directed by the COTR, to ensure adequate vulnerability testing and remediation of all OCIO systems.

C.5.2.8.2 The contractor shall, conduct validation testing to ensure compliance with the vulnerability assessment program in accordance with DHS risk management objectives.

### **C.5.2.9 Vulnerability Methodology**

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The primary focus of the Vulnerability Methodology process is to discover unauthorized access points to a system target (i.e. open ports, web pages, data exchange applications, etc.).

C.5.2.9.1 The contractor's Vulnerability Assessment Team shall use a controlled methodology based on a process that evaluates system components accessibility, visible to an un-trusted entity, or an unprivileged user of a system.

C.5.2.9.2 The contractor shall identify specific configuration vulnerabilities within systems and system components assign relative risk ratings for individual vulnerabilities and recommend remediation actions to the COTR.

## **C.6 APPLICABLE LAWS, PUBLICATIONS, AND FORMS**

### **C.6.1 GENERAL INFORMATION**

#### **C.6.1.1 Applicable Publications and Forms**

- C.6.1.1.1 Most Government publications listed are available electronically and the Government will provide the non-electronic versions at the start of the contract. The contractor shall maintain a copy of all required publications listed in this Section and Technical Exhibits in accordance with Section C.1. The contractor shall post supplements or amendments to listed publications from any organizational level issued during the life of the contract as required.
- C.6.1.1.2 The contractor shall establish continuing publication requirements with the publication distribution office. The contractor shall have customer accounts for all publications listed in this Task Order.
- C.6.1.1.3 The contractor shall immediately implement changes to publications that result in a decrease or no change to the contract price. Prior to implementing any revision, supplement, or amendment that may result in an increase in contract price, the contractor shall submit a price proposal to the CO and obtain approval. The contractor shall submit said price proposal within 20 business days from the date the contractor receives notice of the revision, supplement, or amendment-giving rise to the increase in cost of performance. Failure of the contractor to submit a price proposal within 20 business days from the date of receipt of any change shall entitle the Government to require performance in accordance with such change at no increase in Task Order price.
- C.6.1.1.4 The contractor shall ensure that all publications are posted and up-to-date. Upon completion of the Task Order, the contractor shall return to the Government all issued publications.

#### **C.6.1.2 Publication Conflict Resolution**

- C.6.1.2.1 If there is a conflict between Section C and the cited references, Section C shall control.
- C.6.1.2.2 Any task set forth in any such reference which will call for the exercise of discretionary Government authority that cannot be delegated, will be subject to the final approval of the Government official having such authority.
- C.6.1.2.3 All publications and forms will be current issue. The contractor shall use existing stocks of forms until depleted.
- C.6.1.2.4 The publications and documents listed in this Section are current with dates as of the writing of this Task Order, not necessarily date of Task Order award. The government will not modify this section of the Task Order during the tenure of the Task Order unless a Task Order price change is required based upon a new documentary requirement.

### **C.6.2 FEDERAL PUBLICATIONS**

#### **C.6.2.1 Federal Regulations and Guidelines**



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All supplies and services provided under this Task Order shall conform to the applicable Federal Information Processing Standards Publications (FIPS PUBS) as specified on Web site <http://www.itl.nist.gov/fipspubs/>. The contractor shall also comply with Electronic and Information Technology Standards as specified on Web site <http://www.section508.gov/index.cfm?FuseAction=Content&ID=3>

- Government Paperwork Elimination Act (GPEA)  
<http://www.whitehouse.gov/omb/fedreg/gpea2.html>
- Federal Acquisition Regulation
- Records management guidance for agencies implementing electronic signature technologies <http://www.nara.gov/records/policy/gpea.html>
- Electronic Signatures in Global and National Commerce Act (ESIGN)  
<http://www.whitehouse.gov/omb/memoranda/m00-15.html>
- OMB Circular A130 <http://www.whitehouse.gov/OMB/circulars/a130/a130.html>

### **C.6.3 OTHER PUBLICATIONS**

#### **C.6.3.1 U.S. Congress-Public Law (PL) and United States Code (U.S.C.)**

- PL 107-347 Section III, Federal Information Security Management Act (FISMA) of 2002, 2002
- PL 107-305, Cyber Security Research and Development Act of 2002
- PL 93-112 Rehabilitation Act of 1973 as amended in 1998
- PL 96-456, Classified Information Procedures Act of 1980
- 5 U.S.C. 552, Freedom of Information Act; Public Information; Agency Rules, Opinions, Orders, Records, and Proceedings, 1967
- 5 U.S.C. 552a, Privacy Act; Records Maintained on Individuals, 1974
- 18 U.S.C. 1029, Fraud and Related Activity in Connection with Access Devices
- 18 U.S.C. 1030, Fraud and Related Activity in Connection with Computers
- 40 U.S.C. 1401 et seq., P.L. 104-106, Clinger Cohen Act of 1996 (Information Technology and Management Reform Act of 1996)
- 44 U.S.C. 3534, Federal Agency Responsibilities
- 44 U.S.C. 3535, Annual Independent Evaluation
- 44 U.S.C. 3537, Authorization of Appropriations
- 44 U.S.C. 3541, P.L. 107-296, Federal Information Security Management Act of 2002 (FISMA)
- 44 U.S.C. 3546, Federal Information Security Incident Center

#### **C.6.3.2 Executive Orders, Office of Management and Budget (OMB) Circular, Homeland Security Presidential Directive (HSPD), Director of Central Intelligence Directive (DCID), and Presidential Decision Directive**

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- OMB Policy Memorandum M-07-11, Implementation of Commonly Accepted Security Configurations for Windows Operating Systems.
- OMB Memorandum M-07-18, Ensuring New Acquisitions Include Common Security Configurations
- OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems, 2000
- HSPD-7, Critical Infrastructure Identification, Prioritization, and Protection, 2004
- HSPD-20 National Continuity Policy

### **C.6.3.3 DHS Management Directive (MD):**

- The DHS Interactive web site contains the DHS MDs
- DHS MD 0000 Organization of the Office of the Secretary of Homeland Security
- DHS MD 0002 Operational Integration Staff
- DHS MD 0003 Acquisition Line of Business Integration and Management
- DHS MD 0004 Administrative Service Line of Business Integration and Management
- DHS MD 0005 Financial Management Line of Business Integration and Management
- DHS MD 0006 Human Capital Line of Business Integration and Management
- DHS MD 0007.1 Information Technology Integration and Management
- DHS MD 0475 Information Collection Program
- DHS MD 0480.1 Ethics/Standards of Conduct
- DHS MD 0490.1 Federal Register Notices and Rules
- DHS MD 0550.1 Record Management
- DHS MD 0560 Real Property Management Program
- DHS MD FORM 560-1 (3/05): Custody Receipt for Personal Property/Property Pass
- DHS MD FORM 560-3 (3/05): Property Transfer Receipt
- DHS MD 0565 Personal Property Management Directive
- DHS MD 0590 Mail Management Program
- DHS MD 0720.1 Small Business Acquisition Program
- DHS MD 0731 Strategically Sourced Commodities Policy and Procedures
- DHS MD 0760.1 Purchase Card Program
- DHS MD 0780 Contracting Officer's Technical Representative (COTR) Certification, Appointment & Responsibilities
- DHS MD 0782 Acquisition Certification Requirement for Program Managers

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- DHS MD 0783 Ordering Official Certification
- DHS MD 0784 Acquisition Oversight Program
- DHS MD 1120 Capitalization and Inventory of Personal Property
- DHS MD 1130.1 Electronic Funds Transfer for Disbursements, Collections and Deposits
- DHS MD 1190.1 Billings and Collections
- DHS MD 1210.1 Vendor Maintenance
- DHS MD 1330 Planning, Programming, Budgeting and Execution
- DHS MD 1400 Investment Review Process
  - Enclosure 1: Definitions
  - Enclosure 2: Guiding Principles
  - Enclosure 3: Exhibit 300 Light
  - Enclosure 4: Request for MRC Review
  - Enclosure 5: IT Investment Review
  - Enclosure 6: Business Case Scoring Template
  - Enclosure 7: Phases and Business Case Elements
- DHS MD 1510.1 Travel for Official Government Business
- DHS MD 1560.2 Payment for Official Travel Expenses by Non-Federal Sources
- DHS MD 3120.2 Employment of Non-Citizens
- DHS MD 4010.2 Section 508 Program Management Office & Electronic and Information Technology Accessibility
  - Appendix A: Software Applications and Operating Systems
  - Appendix B: Web-Based Intranet and Internet Information and Applications
  - Appendix C: Telecommunications Products
  - Appendix D: Video and Multimedia Products
  - Appendix E: Self Contained, Closed Products
  - Appendix F: Desktop and Portable Computers
  - Appendix G: Functional Performance Criteria
  - Appendix H: Information, Documentation and Support
- DHS MD 4030 Geospatial Management Office
- DHS MD 4100.1 Wireless Management Office
- DHS MD 4200.1 IT Capital Planning and Investment Control (CPIC) and Portfolio Management
  - Attachment 1: Guide to Information Technology Capital Planning and Investment Control

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- DHS MD 4300.1 Information Technology Systems Security
- DHS MD 4400.1 DHS Web (Internet, Intranet, and Extranet Information) and Information Systems
- DHS MD 4500.1 DHS E-Mail Usage
- DHS MD 4510 Domain Names
- DHS MD 4600.1 Personal Use of Government Office Equipment
- DHS MD 4700.1 Personal Communications Device Distribution
- DHS MD 4800 Telecommunications Operations
  - Attachment A: Frequently Asked Questions (FAQs)
  - Attachment B: Nomination and Designation of Designated Agency Representative (DAR) for Telecommunications Services
  - Attachment C: Designated Agency Representative (DAR) for Telecommunications Services Function Requirements
- DHS MD 4900 Individual Use and Operation of DHS Information Systems/Computers
  - Attachment A: Information Systems/Computer Access Agreement
  - Attachment B: Logon Screen
- DHS MD 5110.1 Environmental Compliance Program
- DHS MD 5120.1 Environmental Management Program
- DHS MD 5200.1 Occupational Safety and Health Programs
- DHS MD 8200.1 Information Quality
- DHS MD 11000 Office of Security
- DHS MD 11005 Suspending Access to DHS Facilities, Sensitive Information, and IT Systems
- DHS MD 11020.1 Issuance of Access Control Media
- DHS MD 11021 Portable Electronic Devices in SCI Facilities
- DHS MD 11030.1 Physical Protection of Facilities and Real Property
- DHS MD 11041 Protection of Classified National Security Information Program Management
- DHS MD 11042.1 Safeguarding Sensitive But Unclassified (For Official Use Only) Information
- DHS MD 11043 Sensitive Compartmented Information Program Management
- DHS MD 11044 Protection of Classified National Security Information Classification Management
- DHS MD 11045 Protection of Classified National Security Information: Accountability, Control, and Storage

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- DHS MD 11046 Open Storage Area Standards for Collateral Classified Information
- DHS MD 11047 Protection of Classified National Security Information Transmission & Transportation
- DHS MD 11048 Suspension, Denial, and Revocation of Access to Classified Information
- DHS MD 11049 Protection of Classified National Security Information: Security Violations and Infractions
- DHS MD 11050.2 Personnel Security and Suitability Program
- DHS MD 11051 Department of Homeland Security SCIF Escort Procedures
- DHS MD 11052 Internal Security Program
- DHS MD 11053 Security Education, Training, and Awareness Program Directive
- DHS MD 11056.1 Sensitive Security Information (SSI)
- DHS MD 11060.1 Operations Security Program
- DHS MD 11080 Security Line of Business Integration and Management

### **C.6.3.4 DHS Regulation**

- Homeland Security Acquisition Regulation 305.242-71

### **C.6.3.5 National Institute of Standards and Technology (NIST), Special Publications**

- The web site [www.nist.gov](http://www.nist.gov) contains the NIST publications.
- 800-18, Guide for Developing Security Plans for Information Technology Systems, 1998
- 800-23, Guideline to Federal Organizations on Security Assurance and Acquisition/Use of Tested/Evaluated Products, 2000
- 800-26, Revised NIST SP 800-26 System Questionnaire with NIST SP 800-53 References and Associated Security Control Mappings, 2005
- 800-27, Engineering Principles for Information Technology Security (A Baseline for Achieving Security), Revision A, 2004
- 800-30, Risk Management Guide for Information Technology Systems, 2002
- 800-31, Intrusion Detection Systems (IDS), 2001
- 800-34, Contingency Planning Guide for Information Technology Systems, 2002
- 800-35, Guide to Information Technology Security Services, 2003
- 800-36, Guide to Selecting Information Security Products, 2003
- 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems, 2004
- 800-40, Procedures for Handling Security Patches, 2002
- 800-41, Guidelines on PEPs and PEP Policy, 2002

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- 800-42, Guideline on Network Security Testing, 2003
- 800-45, Guidelines on Electronic Mail Security, 2002
- 800-47, Security Guide for Interconnecting Information Technology Systems, 2002
- 800-50, Building an Information Technology Security Awareness and Training Program, 2003
- 800-51, Use of the Common Vulnerabilities and Exposures (CVE) Vulnerability Naming Scheme, 2002
- 800-53, Recommended Security Controls for Federal Information Systems, 2005
- 800-55, Security Metrics Guide for Information Technology Systems, 2003
- 800-59, Guideline for Identifying an Information System as a National Security System, 2003
- 800-60, Guide for Mapping Types of Information and Information Systems to Security Categories, 2004
- 800-61, Computer Security Incident Handling Guide, 2004
- 800-64, Security Considerations in the Information System Development Life Cycle, 2004
- 800-65, Integrating Security into the Capital Planning and Investment Control Process, 2005
- 800-68, Draft NIST Special Publication 800-68, Guidance for Securing Microsoft Windows XP Systems for IT Professionals: A NIST Security Configuration Checklist, 2004
- 800-70, The NIST Security Configuration Checklists Program

### **C.6.3.6 Federal Information Processing Standards Publications (FIPS PUBS)**

The web site <http://www.itl.nist.gov/fipspubs/> contains FIPS publications.

- FIPS 199, Standards for Security Categorization of Federal Information and Information Systems, 2003
- 800-70, The NIST Security Configuration Checklists Program

### **C.6.4 FORMS**

DHS will provide a comprehensive list of all forms in electronic format upon contract award. DHS will provide a URL address to access the DHS website for forms.

## C.7 TECHNICAL EXHIBITS

### Technical Exhibit Title Numbering System:

A Technical Exhibit (TE) is titled in relation to the Section from which it is first referenced and its order among TEs in that Section. For example:

Section C.5.2, references 13 Technical Exhibits, those TEs are titled TE C.5.2.-001 through TE C.5.2.-0013.

### TE Page Numbering System:

Since Section C.7 provides all Technical Exhibits except those maintained on the DHS Interactive website, all TEs are page numbered in relation to their TE title. For example:

Page one of TE 5.2.-001 is shown as page number TE 5.2.-001-1 to indicate that it is the first page of TE 5.2.-001 within Section C.5.2.

### List of Technical Exhibits:

<u>TE</u>	<u>Description</u>	<u>Task Order Page</u>
<u>C.1.6-001</u>	Performance Requirements Summary	C-6, 13
<u>C.1.6-002</u>	Required Plans	C-7
<u>C.1.7-001</u>	Key Personnel Positions and Descriptions	C-10
<u>C.1.12-001</u>	Current Contracts Periods of Performance	C-17
<u>C.1.12-002</u>	DHS Projects	C-17
<u>C.3.1-001</u>	Government Furnished Facilities	C-26, 31, 35, 51
<u>C.3.1-002</u>	Government Furnished Equipment	C-32
<u>C.5.1-001</u>	Service Catalog Minimum Requirements	C-40
<u>C.5.1-002</u>	Asset Reports	C-44
<u>C.5.1-003</u>	DHS Assets	C-44

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## TE C.1.6-002 REQUIRED PLANS

Task Order Paragraph	Plan Name/Description	Contractor Provided Plan
C.1.7.1.1	PM Succession Plan	
C.1.7.1.2	Key Personnel Succession Plan	
C.1.7.3.2	Employee Training Plan	
C.1.9.2.1	Quality Control Plan Revision	
C.1.9.2.2	Customer Evaluation Plan	
C.1.12.1.1	Transition Plan	
C.5.1.2.2	Strategic Plan	
C.5.1.4.6	Project Plan	
C.5.1.6.1.1	Communications & Stakeholder Engagement Plan	
C.5.1.7.1	Service Level Management Plan	
C.5.1.8.7	Acquisition Plans	
C.5.1.8.8	Source Selection Plans	
C.5.1.11.3.1	Spares Provisioning Support Plan	
C.5.1.11.4	GFE Use/Re-utilization Plan	
C.5.1.12.2.2	Quality Assurance Plan	
C.5.1.12.3.1	Risk Management Plan	
C.5.2.5.2	Certification and Accreditation Plan	
C.5.2.6.1	Security Management Plan	
5.2.7.5	Security Self Assessment Plan of Action and Milestones	



## TE C.1.7-001 KEY PERSONNEL POSITIONS AND DESCRIPTIONS

### **Project Manager Level IV**

The Project Managers shall act as the point of contact for all task-wide interaction, issues, and will represent the contractor at all post-award status meetings. The Project Managers shall be responsible for all issue resolution, program management, and other contract and management support that includes providing comprehensive accountability for all requirements of the EAGLE task order. The Project Managers are responsible for overseeing contract performance

Applicable Scope of Work Area of Responsibility:

- All

Duties:

- Overall management responsibilities, including, all project oversight, resource management, risk management, service delivery and incident management
- The PM will be responsible for the day-to-day management and leadership to the contractors' functional teams.
- Overseeing & managing contractor responsibility to government contractual agreements
- Developing & managing client relationships at all levels of the organization

Skills Required:

- Experience as a manager for in IT organization or program, including experience managing both business & technical resources
- Client interface experience; proven experience managing client expectations & relationships
- Experience in performing detailed analysis and evaluation of information making informed suggestions to the government
- Proven knowledge of IT infrastructure operations management, finance and governmental procurement
- Ability to represent management across all levels of the organization: peers, cross-functional and senior management
- Proven track record to identify potential project and process risks and formulate/implement effective mitigation plans
- Excellent written and oral communication and meeting facilitation skills required
- Prior experience managing large, integrated teams including client and other third-party vendors
- Ability to manage in a dynamic work environment and ability to coordinate and perform multiple assignments
- Experience delivering full lifecycle development initiatives with cross-functional development teams
- Experience in acquisition and financial management policies and procedures

### **Information Technology Consultant Level IV**

This position will perform governance and project management responsibilities. The positions shall perform duties such as project management, identifying, tracking, managing, and mitigating project related issues and risks, business reengineering and process standardization, and quality reviews.

Applicable Scope of Work Area of Responsibility:

- C.5.1.3 Governance and C.5.1.4 Technical/Infrastructure Project Management

### TE C.1.7-001 KEY PERSONNEL POSITIONS AND DESCRIPTIONS

#### Duties:

- Ability to lead task forces, project teams, etc.
- Ability to ensure projects are completed on time and within budget
- Knowledge of systems life cycle management
- Ability to plan, develop, implement, operate, and maintain information systems
- Ability to develop cooperation, trust, and commitment in teams

#### Skills:

- Project Management experience and proven ability to meet deadlines, balance multiple priorities with excellent quality; IT Infrastructure experience a plus
- Demonstrated ability to develop customized solutions to meet business requirements
- Advanced problem solving skills and the ability to work collaboratively with other departments to resolve complex issues with innovative solutions
- Knowledge of project development, including process mapping, budgeting and timeline creation
- Demonstrated ability to coordinate cross-functional work teams toward project completion and work in dynamic work environment
- Must possess analytical, assertive, creative and effective problem solving skills
- Possess excellent communication skills - both written and verbal
- PMP certification required

#### **Project Control Specialist Level III Minimum**

The Project Control Specialists shall serve as the first level managers for a particular functional area and manage other associate contractor personnel, mentor, manage, and resolve issues within their particular area. The team leads shall be responsible for requirements and deliverables under their purview.

#### Applicable Scope of Work Area of Responsibility:

- C.5.1.4 Technical/Infrastructure Project Management

#### Duties:

- Oversight of particular discipline(s) the individual is assigned to manage (e.g., PMO, Technical)
- Serve as a liaison between Government and contract line-of business; Establish and maintain strong working relationship Serve as a liaison between Government and contract line-of business
- Ensure that contract requirements, deliverables and performance levels are maintained to ensure contract success
- Coordinate resources, oversee work and projects delivered to the Government
- Manage and report on infrastructure variances
- Provide continuous improvement to process and procedures

#### Skills:

- Experience in coordinating and managing particular area to be lead (e.g., program, security, IT infrastructure area)
- Ability to manage resources, quickly prioritize, and be proactive
- Interpersonal skills to maintain and develop relationships within the Government, peers, subordinates, and customers
- Detail oriented with focus on producing high quality work

**TE C.1.7-001 KEY PERSONNEL POSITIONS AND DESCRIPTIONS**

- Experience taking initiative and working proactively to complete tasks, solve problems and making decisions
- Ability to absorb a lot of information at one time, work independently and manage workload
- Excellent oral and written communication skills
- Exceptional organizational skills with the ability to meet deadlines and prioritize
- An understanding of the ITIL (Information Technology Infrastructure Library) process / disciplines

**Quality Assurance Manager Level III Minimum**

Applicable Scope of Work Area of Responsibility:

- C.5.1.12 Oversight

Duties:

- Responsible managing a team of QA Coordinators
- Develops, implements, and maintains quality assurance activities.
- Reviewing and editing Policies, Processes, and SOPs
- Responsible for research analysis, review deliverables for quality, perform quality reviews, business reengineering and the business improvement initiatives

Skills:

- Experience in a Quality Assurance/Quality Control
- Possess the ability to solve practical problems and deal with a variety of concrete variables in situations
- Adapt to a fast changing work environment to work on multiple time-critical issues, and pays attention to detail.
- Experience with Document Control, Auditing and Change Management

**IT Asset SME Level III Minimum**

This position will be responsible for the ongoing maintenance, tracking, and administration of all IT assets supported under this Task Order including GFE and leased assets, including IT hardware and software. The IT Asset SME will work closely with the DHS Chief Administrative Office on issues relating to departmental asset reporting/auditing requirements.

Applicable Scope of Work Area of Responsibility:

- C.5.1.11 Asset Management

Duties:

- Serve as the internal control point for all Asset Management matters
- Develop and implement IT Asset Management procedures for the tracking, shipping/receiving, auditing and general management of all IT assets in compliance with DHS Asset Management policies
- Manage and maintain current DHS automated asset/inventory tracking system to be used for full lifecycle management of all assets and make recommendation of other automated tools to help with asset management
- Carry out regular audits
- Track and maintain all hardware, software and associated licenses/agreements, maintenance contracts, warranties, and manage vendor relationships relating to these items

PROCUREMENT SENSITIVE

**TE C.1.7-001 KEY PERSONNEL POSITIONS AND DESCRIPTIONS**

- Perform analysis of current asset inventories in order to maintain compliance with internal policies governing asset and ensure contract is meeting their Asset Management service level agreements
- Assist with the requisition and procurement process for IT assets/commodities

Skills:

- IT Asset Management or related experience
- Ability to lead Asset Management & Logistics effort for a large organization and manage assets throughout the supply chain
- Working knowledge of various Asset Management systems, Sunflower and RFID a plus
- Significant experience working with IT vendors and general vendor management
- Working knowledge of Federal procurement and license management
- Detail oriented and comfortable working with various technology
- Ability to manage team members and ensure contract deliverables are completed within contract guidelines
- NVQ/HND in supply management or equivalent qualifications

**Disaster Recovery Specialist Level III Minimum**

Applicable Scope of Work Area of Responsibility:

- C.5.2 Security Services
- Duties and skills as specified in the EAGLE contract

**IT Security Specialist (Senior) Level III Minimum**

Applicable Scope of Work Area of Responsibility:

- C.5.2 Security Services
- Duties and skills as specified in the EAGLE contract

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5	Specific Work Requirements					
C.5.1	Program Management Office Requirements					
	Various Sections Staffing					
C.5.1.1.1 C.5.1.1.3 C.5.1.1.4 C.5.1.1.5 C.5.1.1.8 C.5.1.1.9 C.5.1.1.13 C.5.1.1.16 C.5.1.1.17 C.5.1.2.1 C.5.1.3.1 C.5.1.3.6 C.5.1.3.8 C.5.1.3.9 C.5.1.3.11 C.5.1.3.12 C.5.1.3.13 C.5.1.4.1 C.5.1.4.2 C.5.1.4.3 C.5.1.4.4 C.5.1.4.6 C.5.1.4.9 C.5.1.5.2 C.5.1.6.1.6 C. 5.1.8.1 C. 5.1.8.9 C.5.1.8.12 C.5.1.10.1	170 per year  50-60 per year  22,991 per year 7351 per year 2400 per year	Quality	The contractor provided uninterrupted on-site PMO support during all periods requiring continuous business capability	1% for Key personnel 5% for other personnel	100% Inspection	

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.10.2.1 C.5.1.11.1 C.5.1.11.1.6 C.5.1.11.1.8 C.5.1.11.1.9 C.5.1.11.2.5 C.5.1.12.2.5 C.5.1.12.3.3 C.5.1.12.3.5 C.5.1.13.1						
	Various Sections Documentation					
C.5.1.1.2 C.5.1.1.6 C.5.1.1.7 C.5.1.1.11 C.5.1.1.14 C.5.1.1.15 C.5.1.2.2 C.5.1.3.4 C.5.1.3.5 C.5.1.5.5 C.5.1.6.1.1 C.5.1.6.1.2 C.5.1.6.1.3 C.5.1.6.1.4 C.5.1.6.1.6 C.5.1.7.1 C.5.1.7.3 C.5.1.7.3.1 C.5.1.8.5 C.5.1.8.6 C.5.1.8.7 C.5.1.8.8		104 per year             1 per year 130 per year 170 per year 170 per year 170 per year 170 per year 170 per year  170 per year 1-2 per year 5-10 per year	Quality	The deliverable is accurate, grammatically correct and adheres to the deliverable requirements	10% for initial submission 0% for final	Random Sampling

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.8.10 C.5.1.8.11 C.5.1.9.1.1 C.5.1.9.2 C.5.1.9.4 C.5.1.10.2.5 C.5.1.10.2.8 C.5.1.10.3.5 C.5.1.11.1.7 C.5.1.11.2.7 C.5.1.11.3.1 C.5.1.11.4.1 C.5.1.11.4.2 C.5.1.11.4.3 C.5.1.11.6.2 C.5.1.12.1.2 c.5.1.12.1.4 C.5.1.12.2.2 C.5.1.12.2.3 C.5.1.12.2.4 C.5.1.12.2.6 C.5.1.12.3.2 C.5.1.12.3.4 C.5.1.13.2 C.5.1.14.1						
			Timeliness	The contractor submitted the documentation within the specified timeframes for review and complied with all timeframes for submission.	5%	Random Sampling
	Various Sections Programs					

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.3.2 C.5.1.3.3 C.5.1.3.10 C.5.1.4.5 C.5.1.11.1.1 C.5.1.11.1.2 C.5.1.11.3.2 C.5.1.11.3.3 C.5.1.12.1.1 C.5.1.12.2.1 C.5.1.12.3.1 C.5.1.15.1		1920 per year	Quality	The contractor accurately developed and implemented the required program	10% for initial proposed program 0% upon full implementation	Random Sampling
			Timeliness	The contractor developed and implemented the program within the COTR specified timeframes	10% for initial submission 0% for final	Random Sampling
	Various Sections Integration					
C.5.1.1.6 C.5.1.1.8 C.5.1.1.10 C.5.1.1.12 C.5.1.1.13 C.5.1.3.8			Quality	The contractor shall performed all interface, coordination, and integration activities required to manage a successful program/project	5%	Random Sampling
			Timeliness	The contractor performed all interface, coordination, and integration actions within the COTR specified timeframes	5%	Random Sampling
C.5.1.1	Governance, Policies and Standards					
	All subparagraph requirements contained in the Staffing, Documentation, Programs, or Integration					



PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
	standards sections above					
C.5.1.1.12			Quality	The contractor maintained all projects within agreed costs	10% plus or minus baseline project plan cost and schedule	100% inspection
			Timeliness	The contractor maintained all projects within the designated schedules with the exception of Government approved modifications	5%	100% inspection
<b>C.5.1.2</b>	<b>Strategic Planning</b>					
	All subparagraph requirements contained in the Staffing, Documentation, or Programs standards sections above					
<b>C.5.1.3</b>	<b>Governance</b>					
	All subparagraph requirements contained in the Staffing, Documentation, or Programs standards sections above					
C.5.1.3.7			Quality	The contractor delivered an accurate Process Asset Library that achieves the DHS requirements	5%	Random Sampling
			Timeliness	The contractor performed all updates within the designated timelines	5%	Random Sampling
<b>C.5.1.4</b>	<b>Technical/Infrastructure Project Management</b>					
C.5.1.4.7			Quality	The contractor maintained all projects within agreed costs	10% plus or minus baseline project	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
					plan cost and schedule	
			Timeliness	The contractor maintained all projects within the designated schedules with the exception of Government approved modifications	5%	100% inspection
C.5.1.4.8			Quality	The contractor acceptably applied DHS Information Technology (DHS IT) Project Management policies and procedures to all projects. Acceptable performance of a project means that it has been completed in accordance with the milestones, objectives and timelines established by the Project Management Policies	Revisions accomplished within 5% of milestone dates	Random Sampling
			Timeliness	Acceptable performance of Deployment Projects requires that all projects are deployed and rendered completed and useable by the entire DHS community (or otherwise specified) no later than identified project timelines	5%	100% inspection
C.5.1.5	Requirements Development and Analysis					

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.5.1			Quality	The contractor provided a system for documenting and demonstrating concurrence on requirements between functional representatives, customers, and other associate contractors	25% initial submittal and 0% for final	100% inspection
C.5.1.5.1.1			Timeliness	The contractor submitted the proposed system within 30 business days of Task Order start and complied with all COTR specified timeframes for review and changes.	5%	100% inspection
C.5.1.5.3			Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.1.5.4			Quality	The prime contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The prime contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.1.5.6			Quality	The contractor ensured inclusion of written customer approval in all requirements development documentation	2%	100% inspection
			Timeliness	The contractor submitted the requirements documents within the specified timeframes for review and submission.	2%	100% inspection
C.5.1.5.7			Quality	The prime contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling
			Timeliness	The prime contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.1.5.8			Quality	The prime contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The prime contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.1.6	Service Delivery					
C.5.1.6.1	Customer Outreach, Interface & Coordination					
C.5.1.6.1.5			Quality	The contractor delivered an accurate web contact and functional portal application that achieves the DHS requirements	5%	Random Sampling
			Timeliness	The contractor performed all updates within the designated timelines	5%	Random Sampling
C.5.1.7	Service Level Management					
C.5.1.7.2			Quality	The contractor monitored other associate contractor performance against current SLAs and documented all findings	0%	Random Sampling
			Timeliness	The contractor reported performance findings within the designated timelines	0%	Random Sampling
C.5.1.8	Acquisition Services					
C.5.1.8.2			Quality	The contractor attended the Government provided training and obtained an account prior to utilizing the system	0%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Quality	The contractor accurately utilized the DHS approved acquisition system for all procurement actions and invoices	1%	Random Sampling
			Timeliness	The contractor performed all actions in the Government approved acquisitions within the designated timelines	1%	Random Sampling
C.5.1.8.3			Quality	The contractor did not have any violations of DHS or FARs	0%	Random Sampling
C.5.1.8.4		130 per year	Quality	The contractor provided relevant and accurate market research pertaining to the appropriate project or acquisition	2%	Random Sampling
			Timeliness	The contractor completed market research within the designated timelines	2%	Random Sampling
<b>C.5.1.9</b>	<b>Contract Administration</b>					
C.5.1.9.1			Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.9.3		400 per year	Quality	The contractor completed reviews of all invoices	1%	100% inspection
			Timeliness	The contractor submitted the documents to the COTR within five business days of receipt of invoices.	0%	100% inspection
C.5.1.9.5			Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.1.10	Financial Management					
C.5.1.10.2	Budget Formulation					

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.10.2.2		5-10 per year	Quality	The contractor submitted complete and accurate budget documents in compliance with all guidance, directives, and DHS procedures	1%	100% inspection
			Timeliness	The contractor submitted the documents within the specified timeframes for review and submission.	0%	100% inspection
C.5.1.10.2.3		5-6 per year	Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	1%	100% inspection
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	0%	100% inspection
C.5.1.10.2.4			Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	1%	100% inspection
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	0%	100% inspection



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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.10.2.6		105 per year	Quality	The contractor managed and monitored Working Capital and appropriated funds and provided accurate, current information at Government request	1%	100% inspection
			Timeliness	The contractor provided the information within the specified timeframes	0%	100% inspection
C.5.1.10.2.7		30-40 per year	Quality	The contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	1%	100% inspection
			Timeliness	The contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	0%	100% inspection
C.5.1.10.3	Budget Execution					
C.5.1.10.3.1		140-150 per year	Quality	The contractor provided uninterrupted on-site support for all budget execution services	1% for Key personnel 5% for other personnel	100% Inspection
			Quality	The deliverable is accurate, grammatically correct and adheres to the deliverable requirements	10% for initial submission 0% for final	Random Sampling
			Timeliness	The contractor submitted the documentation within the specified timeframes for review and complied with all timeframes for submission.	5%	Random Sampling

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.10.3.2			Quality	The contractor provided complete, accurate, and pertinent information and maintained the outlays at or below the allocations	1%	100% inspection
			Timeliness	The contractor notified the COTR of any discrepancies by the end of the business day when the discrepancy was noticed	0%	100% inspection
C.5.1.10.3.3			Quality	The contractor provided a system for documenting and demonstrating coordination between all stakeholders on budget execution actions, and provided a coordinated viable resolution to issues	25% initial submittal and 0% for final	100% inspection
			Timeliness	The contractor submitted coordinated resolutions within the specified timeframes	5%	100% inspection
C.5.1.10.3.4			Quality	Customers verify they received accurate invoices	5%	100% inspection
			Quality	The contractor can produce records to verify expensed funds match budget line items	5%	100% inspection
			Timeliness	The contractor submitted all data within the specified timeframes for review and submission.	5%	100% inspection
C.5.1.11	Asset Management					
C.5.1.11.1	General Asset Management Services					

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.11.1.3			Quality	Help desk technicians are able to identify vital aspects of a customer's computing environment from the Help Desk application	5% initial 0% final	Random Sampling
C.5.1.11.1.4		4951 per year	Quality	The contractor provided accurate records of asset status	5%	Random Sampling
			Timeliness	The contractor documented all status changes within the designated timeframe	5%	Random Sampling
C.5.1.11.1.5			Quality	The contractor utilized the GFE applications to maintain an accurate and current asset inventory	5%	Random Sampling
C.5.1.11.2	Asset Receipt & Distribution					
C.5.1.11.2.1				The contractor successfully placed the equipment into inventory and/or delivered to the customer and accurately updated the DHS asset record	5%	Random Sampling

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.11.2.2		Approximately 3,255 pieces of equipment staged/year	Quality	The contractor successfully staged, each piece of equipment installed for DHS and other federal agencies systems and facilities without interrupting the business activities of DHS or causing degradation in the performance of the network or applications	5%	Random Sampling
C.5.1.11.2.3		2400 per year	Quality	The contractor ensured that assets ordered matched assets delivered, and vendors received payment for correct shipments	5%	Random Sampling
			Quality	The contractor ensured damaged shipments were repaired/replaced to the satisfaction of DHS	5%	Random Sampling
C.5.1.11.2.4		22991 per year	Quality	The contractor maintained accurate asset records regardless of administrative assignment of the asset	5%	Random Sampling
C.5.1.11.2.6			Quality	The contractor notified the correct PCO and updated the asset management application correctly	5%	Random Sampling
			Timeliness	The contractor performed the actions within the designated timeframes	5%	Random Sampling

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.11.3	Provide Spares Provisioning					
	All subparagraph requirements contained in the Documentation or Programs standards sections above					
C.5.1.11.4	GFE Use/Re-utilization Plan					
			Quality	The deliverable is accurate, grammatically correct and adheres to the deliverable requirements	10% for initial submission 0% for final	Random Sampling
			Timeliness	The contractor submitted the documentation within the specified timeframes for review and complied with all timeframes for submission.	5%	Random Sampling
C.5.1.11.5	Decommission and Disposal					
C.5.1.11.5.1		1363 per year	Quality	The contractor accurately performed decommission and disposal actions in compliance with guidance, policies, and procedures	5%	Random Sampling
C.5.1.11.6	Asset Accountability					

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TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.1.11.6.1		4 per year	Quality	The contractor completed all inventories and accurately accounted for assets	5%	Random Sampling
			Timeliness	The contractor notified the COTR of any discrepancies within two business days of inventory completion	2%	Random Sampling
C.5.1.12	Oversight					
C.5.1.12.1	Performance Management					
C.5.1.12.1.3			Quality	The contractor completed the analysis and provided viable recommendations to the COTR	5%	Random Sampling
			Timeliness	The contractor submitted the findings and recommendations within the specified timeframes for submission.	5%	Random Sampling
C.5.1.12.1.5			Quality	The contractor completed the analysis and provided viable recommendations to the COTR	5%	Random Sampling
			Timeliness	The contractor submitted the findings and recommendations within the specified timeframes for submission.	5%	Random Sampling
C.5.1.12.2	Quality Assurance					
	All subparagraph requirements contained in the					

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
	Staffing, Documentation, or Programs standards sections above					
C.5.1.12.3	Risk Management					
	All subparagraph requirements contained in the Staffing, Documentation, or Programs standards sections above					
C.5.1.13	Human Capital Planning and Management					
	All subparagraph requirements contained in the Staffing and Documentation standards sections above					
C.5.1.14	Personnel Certification Training					
C.5.1.14.1			Quality	The contractor provided a viable training plan for COTR designated government personnel that allows them the opportunity to obtain the identified professional certifications	5%	Random Sampling
			Timeliness	The contractor's plan allowed identified personnel to obtain certification within the timeframes agreed upon in the plan	5%	Random Sampling
C.5.1.14.2			Quality	The contractor maintained an accurate record of government personnel certification training and examination results	5%	Random Sampling

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The contractor provided the government personnel certification training and examination record on time each year two months prior to the end of the fiscal year or when requested	5%	Random Sampling
C.5.1.15	Risk Management					
C.5.1.15.2			Quality	The prime contractor accurately and completely performed all reviews and analysis and provided grammatically correct and deliverable requirements compliant documents	5%	Random Sampling
			Timeliness	The prime contractor completed all required reviews and analysis and submitted the documentation within the specified timeframes for review and submission.	5%	Random Sampling
C.5.2	Security Services					
C.5.2.1	Requirements Definition					
C.5.2.1.1			Quality	The contractor acceptably applied DHS Information Security Framework and NIST policies. The contractor provided a framework with adequate controls to protect sensitive or classified information.	5%	100% inspection
			Timeliness	The contractor submitted the framework within 60 business days of Task Order start	Plus or minus five business days for initial and	100% inspection



PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
					changes, and plus or minus 2 business days for rewrites	
C.5.2.1.2			Quality	The contractor provided an appropriately certified and cleared associate organizations for testing	0%	100% inspection
			Timeliness	The contractor submitted the organization within 20 business days prior to each test start	15%	100% inspection
C.5.2.1.3			Quality	The contractor developed viable operational security policies and standards	0%	100% inspection
			Quality	The contractor completed all Certifications and Accreditations in compliance with all applicable executive orders, presidential directives, other federal and DHS laws, federal orders management policies, handbooks, guidelines, processes, and procedures	0%	100% inspection
			Timeliness	The contractor developed the policies and standards and completed the C&As within the designated timeframes	2%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.2.1.4			Quality	The contractor provided continuous oversight for all security program services	0%	Random Sampling
C.5.2.1.5			Quality	The contractor submitted complete and accurate reviews in compliance with all guidance, directives, and DHS procedures	0%	100% inspection
			Timeliness	The contractor submitted the plans within the specified timeframes for review and submission.	5%	Random Sampling
C.5.2.1.6			Quality	The contractor ensured that all new systems and modifications to existing systems met DHS security requirements	0%	100% inspection
			Timeliness	The contractor submitted the compliance reports within the COTR specified timeframes for review and submission.	10%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.2.1.7			Quality	The contractor's C&A process did not violate any guidance, policies, or directives and the certification artifacts fully describe how the system management, operational, and technical controls are implemented.	5%	100% inspection
			Timeliness	The contractor completed all C&As in the designated timeframes	5%	100% inspection
C.5.2.1.8			Quality	The contractor did not allow an unaccredited system to process, store, or transmit information	0%	100% inspection
			Quality	The contractor did not allow connectivity between DHS systems and any other information systems without a documented Interconnection Security Agreement	0%	100% inspection
C.5.2.2	Team Structure and Approach					

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Quality	The contractor implemented a collaborative integrated teaming structure with the DHS. The contractor adequately staffed the security team to perform all services.	5%	Random Sampling
C.5.2.3	Operational Security Architecture					
C.5.2.3.1			Quality	The contractor accurately and completely documented the operational security architecture	0%	100% inspection
			Timeliness	The contractor provided the draft security architecture within 80 business days of Task Order start and final within 20 business days after COTR review	10%	100% inspection
C.5.2.4	Certification and Accreditation					
C.5.2.4.1			Quality	The contractor re-utilized security controls	15%	Random Sampling
			Timeliness	The contractor submitted the documents within the specified timeframes for review and submission.	5%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.2.4.2			Quality	The contractor provided trained personnel for the certification team	0%	100% inspection
C.5.2.4.3			Quality	The contractor provided documentation to demonstrate coordination between all stakeholders on C&A execution actions	0%	100% inspection
C.5.2.4.4			Quality	The contractor grouped multiple systems for a more efficient C&A process where appropriate	20%	Random Sampling
C.5.2.5	Systems Security Authorization Agreement					
C.5.2.5.1			Quality	The contractor submitted a complete and accurate SSAA in compliance with DHS MD 4300.1 and DITSCAP guidance, directives, and procedures	0%	100% inspection
			Timeliness	The contractor submitted the SSAA within the specified timeframes for review and submission	5%	100% inspection
C.5.2.5.2			Quality	The contractor submitted a complete and accurate plan in compliance with all guidance, directives, and procedures	0%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Quality	The contractor submitted a plan proposing DITSCAP tailoring and the use of system or type accreditations	0%	100% inspection
			Timeliness	The contractor submitted the C&A plan within the specified timeframes for review and submission	5%	100% inspection
C.5.2.5.3			Quality	The contractor did not allow any system to operate without DAA Authorization to Operate	0%	100% inspection
C.5.2.5.4			Quality	The contractor maintained a current SSAA and made changes at least annually, or when directed by the COTR	0%	100% inspection
			Timeliness	The contractor completed the changes within the designated timeframes	0%	100% inspection
C.5.2.5.5			Quality	The contractor submitted complete and accurate reports in compliance with all guidance, directives, and procedures	0%	100% inspection
			Timeliness	The contractor submitted the reports within the specified timeframes for review and submission.	0%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.2.5.6			Quality	The contractor submitted complete and accurate reports in compliance with all guidance, directives, and procedures	0%	100% inspection
			Timeliness	The contractor submitted the reports within the specified timeframes for review and submission.	0%	100% inspection
C.5.2.6	IT Security and Information Assurance Planning and Reporting					
C.5.2.6.1		1	Quality	The contractor submitted complete and accurate Security Program Management Plan in compliance with guidance, directives, and procedures	10% for initial submission 0% for final	100% inspection
			Timeliness	The contractor delivered the draft Security Program Management Plan within 40 business days of Task Order start and in compliance with all timeframes for re-writes, updates, and changes	10%	100% inspection
C.5.2.6.2		52 per year	Quality	The contractor submitted complete and accurate Security Status Reports	0%	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The contractor submitted the reports on time each week as directed by the COTR	0%	100% inspection
C.5.2.6.2.1			Quality	The contractor's weekly report included all required elements	0%	Random Sampling
C.5.2.6.2.2			Quality	The contractor's weekly report included Integrated Security Program Management Plan updates with associated mitigation and contingency plans, resource change updates	0%	Random Sampling
C.5.2.6.2.3			Quality	The contractor's weekly report included all required deliverables	0%	Random Sampling
C.5.2.6.3		12 per year	Quality	The contractor submitted complete and accurate Monthly Status Reports	0%	100% inspection
			Timeliness	The contractor submitted the reports on time each month as directed by the COTR	0%	100% inspection
C.5.2.6.3.1			Quality	The contractor's monthly status report included the system certification status and pending issues	10%	Random Sampling
C.5.2.6.3.2			Quality	The contractor's monthly status report included the Information Systems Self Assessment Reports compliance progress, and Incident Management reports	0%	100% inspection



PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
C.5.2.6.4.1			Quality	The contractor provided recommendations for incorporating newly developed information sharing initiatives	0%	100% inspection
C.5.2.6.4.2			Quality	The contractor completed the analysis and provided viable recommendations to the COTR	0%	100% inspection
			Timeliness	The contractor submitted the findings and recommendations not less than semiannually or as directed by the COTR.	20%	100% inspection
C.5.2.6.4.3			Quality	The contractor submitted complete and accurate metrics that measure compliance with security procedures	10%	100% inspection
			Timeliness	The contractor submitted the draft metrics within the 40 business days of Task Order start and the final within 20 business days of COTR review.	5%	100% inspection
C.5.2.7	Security Self Assessment					
C.5.2.7.1			Quality	The contractor accurately and correctly conducted all required assessments	5%	Random Sampling

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The contractor will devise an audit review process that collects and reviews all critical IT systems no less than once every 90 days or as directed by the appropriate COTR.	0%	Random Sampling
			Timeliness	The contractor will devise an audit review process that collects and reviews all essential IT systems no less than once every 90 days or as directed by the appropriate COTR.	10%	Random Sampling
C.5.2.7.2			Quality	The contractor's assessments complied with guidance directives and procedures	0%	100% inspection
			Timeliness	The contractor conducted the assessment process within the specified timeframes for review and submission.	0%	100% inspection
C.5.2.7.3			Quality	The contractor conducted the threat assessment analysis, accurately determined the baseline security requirements, maintained the portfolio, and conducted continuous monitoring	5%	Random Sampling

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
			Timeliness	The contractor conducted oversight of all assessments as directed and ensured performance of continuous monitoring 7X24X365 (366 for leap years)	0%	Random Sampling
C.5.2.7.4			Quality	The contractor accurately analyzed the threats and provided proactive recommendations to prevent future adverse events	10%	Random Sampling
C.5.2.7.5			Quality	The contractor will manage the POA&M mitigation process and work towards mitigating identified POA&M(s) by designated Completion Dates in compliance with all guidance, directives, and procedures	5%	100% inspection
			Timeliness	The contractor submitted the plan within 20 business days of Task Order start and complied with all timeframes for re-writes, updates and changes	Plus or minus 2 business days for initial and plus or minus 1 business day for rewrites or changes	100% inspection
C.5.2.8	Vulnerability Assessment					
C.5.2.8.1			Quality	The contractor provided an acceptable vulnerability assessments validation program	0%	100% inspection
			Timeliness	The contractor provided the program to the COTR within 25 business days of Task Order start and complied with specified	10% for initial and 0% for final	100% inspection

PROCUREMENT SENSITIVE

TE C.1.6-001 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

TASK ORDER PARAGRAPH #	TASK ORDER SECTION	ESTIMATED TASK ORDER WORKLOAD	STANDARD	STANDARD DESCRIPTION	MAXIMUM ALLOWABLE DEVIATION	METHOD OF SURVEILLANCE
				timeframes for re-writes updates and changes.		
C.5.2.8.2			Quality	The contractor maintained a validation program to ensure compliance with DHS risk management objectives.	0%	Random sampling
			Timeliness	The contractor performed validation testing as directed by the COTR.	0%	Random sampling
C.5.2.9	Vulnerability Methodology					
C.5.2.9.1			Quality	The contractor utilized a Government approved methodology	0%	100% inspection
C.5.2.9.2			Quality	The contractor identified specific configuration vulnerabilities and assigned appropriate risk ratings	0%	100% inspection
			Quality	The contractor provided acceptable remediation recommendations	0%	100% inspection
			Timeliness	The contractor identified the vulnerabilities and provided remediation recommendations as directed and within the designated timeframes	0%	100% inspection

## TE C.1.12-001 CURRENT CONTRACTS PERIODS OF PERFORMANCE

Contractor	Description	Task Order Period of Performance	Contract Period of Performance
A	NCA PMO personnel	Current option year 1/1/2007 to 12/31/2007	1/1/2006 to 12/31/2008
B	NCA PMO personnel	Current option year 1/1/2007 to 12/31/2007	2/23/2006 to 12/31/2008
C	NCA PMO personnel	Current option year 11/15/2006 to 11/14/2007	5/15/2006 to 5/14/2010
D	Mission Critical Infrastructure Operations PMO personnel	Current option year 9/30/2006 to 9/29/2007	9/30/2006 to 9/29/2011
E	Infrastructure Transformation Office PMO personnel	Current option year 5/20/2006 to 12/31/2007	5/20/2005 to 12/31/2007
E	WMO PMO personnel	Current option year 11/17/2006 to 11/16/2007	6/5/2006 to 11/16/2007
F	LAN A PMO personnel	Current option year 1/1/2007 to 12/31/2007	1/1/2006 to 12/31/2008
G	LAN C PMO personnel	Current option year 12/6/2006 to 12/5/2007	3/17/2007

**TE C.1.12-002 DHS PROJECTS**

**See DHS Interactive Website for Project Information**

PROCUREMENT SENSITIVE

**TE C.3.1-001 GOVERNMENT FURNISHED FACILITIES (GFF)**

**See DHS Interactive Website for Facility Information**

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

The Product Guide provided at this TE identifies the most frequently requested IT products for the A-LAN environment available through the DHS OCIO Project Management Office

# Product Guide

Version 1.1  
October 1, 2006



TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)

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**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

**Introduction**

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This Catalog serves as a cost estimate guide for the most frequently requested IT products for the A-LAN environment available through the DHS CIO Project Management Office. Version 2.0 of this Catalog will include additional services, regulatory data and process information to assist you in accessing the services and products that are available to you.

**Standard Seat Components**

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The Standard Image Software Bundle included on your workstation is reflected separately from the billing for equipment. The software pricing includes one year Software Assurance (maintenance), which provides you with free upgrades to any future versions of the product throughout the year of purchase.

Software purchased for a single user that has both a desktop and a laptop may be duplicated on both machines without additional license.

21.00	
8.00	Symantec Anti-Virus
11.00	WinZip
602.04	Ghost
	Desktop Pro ( <i>includes operating system, plus the Microsoft Office Suite: Word, Outlook, Excel, Access, PowerPoint, Publisher, Office Tools</i> )

The standard workstation consists of either a Dell OptiPlex GX620 (SFF) desktop system or a Dell Latitude D620 laptop with docking station, keyboard and mouse. The system specifications and estimated hardware costs are listed in the IT Products.



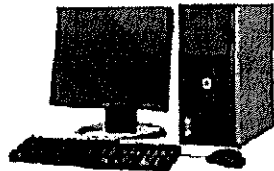
PROCUREMENT SENSITIVE

TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)

IT PRODUCTS

Commodity items include a three-year warranty. The items listed in this section are the most frequently requested commodities and are approved for use by DHS. Pricing is based on market trends at the time of inventory procurement and are subject to change.

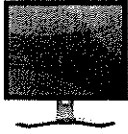


Workstations

<b>Desktop: Dell OptiPlex GX620 (SFF)</b>	
	<p><i>Dell™ OptiPlex GX620 (SFF) – Full Desktop Workstation</i></p> <p>Intel Pentium D 800MHz FSB socket T w/Dual Core technology XD, EM64T 2x1MB L2 cache and EIST; Four DIMM slots; Integrated Intel Graphics Media Accelerator 950 VGC, DVI Adapter card; 80 GB RPM; Broadcom 5751 GB Ethernet LAN; 8 7 USB 2.0, 1 Ethernet (RJ45), 1 9-pin serial, 1 parallel, VGA out, stereo line-in, mic-in (front), speakers/line-out and headphone (front); Small form factor, 17" TFT Flat Panel monitor; Keyboard, Mouse, Speakers</p> <p>Estimated Hardware Cost: 1,300</p>
<b>Laptop: Dell Latitude D620 (with docking station, keyboard, mouse)</b>	
	<p><i>Dell™ Latitude D620</i></p> <p>Pentium M 750 (1.86GHz) 14.1 XGA, Intel Extreme; 1GB, Double Data Rate 2-533 SDRAM, 2 Dimms; 60GB Hard Drive 9.5MM, 5400RPM; Windows XP Professional, SP2 with media, Dell USB 2 Button Optical Mouse with Scroll for Latitude Notebooks, USB, Enhanced Multimedia Keyboard, Internal 56K Modem; 65W AC Adapter; 24X CDRW/DVD; Dell Wireless 1370 WLAN (802.11b/g,54Mbps) mini PCI Card, US, D/Port, Port Replicator; 6-Cell/53 WHr Primary Battery, Nylon Carrying Case; D/View Notebook Stand; MicroSaver Security Cable; 6-Cell/53WHr Primary Battery; 128MB USB 2.0</p>
<b>Graphics Desktop Workstation: OptiPlex GX620 Mini Tower</b>	
	<p><i>OptiPlex GX620 Mini Tower (Graphics Workstation)</i></p> <p>(Item not maintained in inventory; can be ordered)</p> <p>Intel Pentium D Processor 960 (3.60 GHz, 2x2M, 800 MHz FSB), Windows XP Professional, SP2, without media, NTFS File System for all operating systems, 4 GB DDR2 Non-ECC SDRAM, 533 MHz (4DIMM), (2) 24" UltraSharp 2407FP Widescreen, Adjustable stand, VGA/DVI, PCIe 256MB ATI Radeon X600, Dual Monitor DVI or VGA full height, (2) 250GB SATA 3.0 GB/s and 8 MB DataBurst Cache, Dell USB Keyboard, no hot keys, Dell USB 2-button Optical mouse with scroll, black, Integrated AC97 Audio, Dell A525 30 watt 2.1 3-piece stereo speakers w/subwoofers (black), 16X DVD+/-RW and 16X DVD with Roxio Creator, Dell edition, no media, PS2 serial port adapter, full height, RoHS Compliant Lead-free chassis and motherboard, Diagnostics/Drivers CD enabled, Federal KYHD service; Gold Technical Support, OptiPlex, 3-year ltd warranty &amp; NBD on-site service</p>

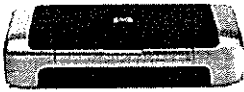

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

The following items represent some of the preferred products that have been priced based on previous market research and are maintained or may be procured based on these estimates. If pricing for bulk inventory or build-out, market research may be requested in order to receive additional discounts or favorable pricing.

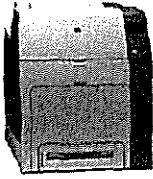

Representative Photo	Product Description & Specifications
	<p>STANDARD MONITOR: <i>Dell™ UltraSharp 1707 Flat Panel Monitor</i></p> <p>Manufacturer Part#: CC280 Dell Part#: 320-4567</p> <p>Black Flat Panel monitor LCD with Height Adjustable Stand, 1280x1024 resolution, Digital DVI-D and analog inputs, Four USB 2.0 high speed ports for connecting peripheral devices</p>
	<p><i>Dell™ UltraSharp 20.1" Flat Panel Monitor</i></p> <p>Manufacturer Part #2007FP</p> <p>1600 x 1200 resolution, DVI Connector, S-Video; 4 USB 2.0 high speed ports; height adjustability (130mm up/down), swivel (45° left/right), tilt (4° forward/21° backwards)</p>
	<p><i>Dell™ UltraSharp 24.1" Flat Panel Monitor</i></p> <p>Manufacturer Part #2407WFP (Item not maintained in inventory; can be ordered)</p> <p>1600 x 1200 resolution, DVI Connector, S-Video; 4 USB 2.0 high speed ports; height adjustability (130mm up/down), swivel (45° left/right), tilt (4° forward/21° backwards)</p>

**Printers**



Representative Photo	Product Description & Specifications
	<p><i>HP DeskJet 460cb color printer (MOBILE ONLY)</i></p> <p>Up to 17 ppm black&amp; white; 16 ppm color. Monthly volume up to 500 pages. Manual duplex printing; Input capacity – 50 sheets. Media sizes supported: Legal, letter, executive, statement, index (5 x 8-in, 4 x 6-in, 3 x 5-in), photo (5 x 7-in, 4 x 6-in), envelope (# 10, Monarch)</p>
	<p><i>HP Color LJ 2600n desktop color printer</i></p> <p>Manufacturer Part #Q6455A</p> <p>Dimensions: 16.02 x 17.83 x 14.6 in; Weight 40.5 lbs</p> <p>Up to 8 ppm, monthly volume up to 35,000 pages. Manual duplex printing, 1 standard paper tray; accepted media: letter, legal, executive and envelope. 16 MB memory</p>

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**


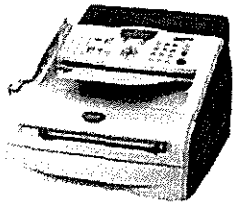


Representative Photo	Product Description & Specifications
	<p><i>HP Color LJ 4700n network color printer</i>                      Manufacturer Part #Q7492A                      Dimensions: 20.5 x 37.4 x 22.9 in (w/paper tray extended); Weight 105.1 lbs                      100-sheet multipurpose tray and 500-sheet input tray 2 for a 600-sheet capacity • 500-sheet output bin • 128 MB RAM • One empty DIMM slot and two empty flash memory slots • HP Jetdirect Fast Ethernet embedded print server • Two open EIO slots</p>
	<p><i>HP Color LJ 5550dn duplexing color printer</i>                      Manufacturer Part #Q3715A (Item not maintained in inventory; can be ordered)                      Dimensions: 22.7 x 27.7 x 25.2 in; Weight 114 lbs                      100-sheet multipurpose tray, 500-sheet input tray, 160 MB of printer memory, 533 MHz RISC processor, two open EIO slots and HP Jetdirect 620n Fast Ethernet print server in one EIO slot; automatic two-sided printing</p>

**Scanners & Fax Machines**

Representative Photo	Product Description & Specifications
	<p><i>Visioneer Strobe XP 100 Sheet-fed Scanner</i>                      Manufacturer Part #SXP1001-DB                      Color portable sheet-fed scanner; 600 x 600 dpi; max scan size 8.5" x 14"; Weight 10.6 oz.                      Scan speed: 10 seconds per page</p>
	<p><i>HP ScanJet 5590 Digital Flatbed Scanner</i>                      Manufacturer Part #L1910A#201                      Dimensions - 19.21 x 13.39 x 6.38 inch                      Scan resolution, hardware - 2400 x 2400 dpi, Hi-Speed USB 2.0 port, Operating systems - Microsoft® Windows® 98, 98 SE, Me, 2000, XP Professional and Home Edition, Mac OS 9.1 or higher, or Mac OS X 10.1.5 or 10.2 or higher, ADF capacity &amp; speed - Standard, 50 sheets, 8 ppm, 4 ipm, Scan speed, preview - Up to 7 seconds, Scan task speed (4 x 6-in) - 4 x 6-in color photo to Word: less than 24 sec 4 x 6-in color photo to e-mail: less than 18 sec                      Scan task speed (OCR) - OCR letter-size black and white text to MS Word: less than 36 sec                      Three slides or four 35 mm negative frames. Scan resolution, enhanced - 2400</p>

PROCUREMENT SENSITIVE

TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)

	<p><i>HP ScanJet 7650 Flatbed Scanner</i></p> <p>Manufacturer Part #L1940A#201</p> <p>Dimensions - 19.21 x 13.39 x 6.38 inch</p> <p>Scan resolution, enhanced - 12 dpi to 999,999 enhanced dpi, 2400 x 2400 dpi, OCR letter-size black and white text to MS Word: less than 47 sec, Transparent materials adapter - Satellite; three slides or four 35 mm negative frames, Connectivity, standard - Hi-Speed USB 2.0 port, Scan speed, preview - 6 sec., Scan size, max - 8.5 x 14 in. through the ADF, Operating systems - Microsoft® Windows® 98, 98 SE, Me, 2000, XP; MacOS X v 10.2 and later ADF capacity &amp; speed - Standard, 50 sheets, 12 ppm, 6 ipm (duplex); 3-year warranty</p>
	<p><i>Brother Intellifax Unclassified Facsimile Machine</i></p> <p>Manufacturer Part #FAX 2820</p> <p>Laser printer, copier and fax with 8 MB memory, which can store up to 500 pages for out-of-paper reception. Transmission Speed: 3.5 sec/page (up to 14 ppm); Paper Capacity: 250 pgs; Document Feeder: 20 sheets; 20 location one-touch dialing; 200 speed dial locations; reduction/enlargement; copy speed of 14 cpm.</p>
	<p><i>Illex 795SF Secure Fax (Item not maintained in inventory; can be ordered)</i></p> <p>MIL-STD-181-161D &amp; STANAG 5000 compliant, Laser printing, plain paper facsimile, Interface circuits are IAW MIL-STD-188-114. High resolution, 16, 32 and 64 kbps operation in handshake and broadcast compressed modes with and without FEC. Multi-page operation. EOT Signal</p>
	<p><i>Business Card Scanner</i></p> <p>May be ordered in Executive (single-use) model or CRM (multi-user) models. Compatible with MS Outlook/Exchange, Palm handhelds, smart phones. USB powered, 5 3/4 x 3 1/4" x 1 1/2"; weight 8 oz.</p>

PROCUREMENT SENSITIVE

TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)

Photocopiers

Description
<p>Work Centre 245H with Offset Catch Tray and Hi-Capacity Feeder. Includes: two 550-sheet user-adjustable front loading paper trays, 100-sheet Bypass Tray, Office Finisher (50-sheet multi-position and stapling, 2,000 + 250-sheet trays), Scan/Email capabilities; 3,600-Sheet High Capacity Paper Tray (1,600- and 2,000-sheet drawers); total paper capacity of 4,800 sheets and 300 sheet Offset Catch Tray</p> <p>Flat Rate Maintenance for 10,000-25,000 b&amp;w copies (Band B)</p>
<p>Work Centre 265H with Offset Catch Tray and Hi-Capacity Feeder. Includes two 550-sheet user-adjustable front loading paper trays, 100-sheet Bypass Tray, Office Finisher (50-sheet multi-position and stapling, 2,000 + 250-sheet trays), Scan/Email capabilities; 3,600-Sheet High Capacity Paper Tray (1,600- and 2,000-sheet drawers); total paper capacity of 4,800 sheets and 300 sheet Offset Catch Tray</p> <p>Flat Rate Maintenance for 10,000-25,000 b&amp;w copies (Band B)</p>
<p>Work Centre Pro 2128 Color Copier/Copier. Includes two 520-sheet Paper Trays, Office Finisher (1,000 sheet stacker and 50-sheet multi-position stapling), High Capacity Feeder (two Trays with total 2,000-sheet capacity); total paper capacity of 3,140 sheets and Print/Copy/Scan Controller</p> <p>Flat Rate Maintenance for 10,000-25,000 b&amp;w copies (Band B)</p>

PROCUREMENT SENSITIVE

TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)



Accessories & Miscellaneous Equipment

Representative Photo	Product Description & Specifications
	<p><i>Polycom Soundstation2 Conference Phone with display</i>                      Manufacturer Part # 2200-16200-001                      For small/medium-size rooms with three microphones and digitally tuned speaker. Optional accessories include: wireless mic, two external microphones (part # 2200-00696-001)</p>
	<p><i>InFocus 4805 Multi-media projector</i>                      Manufacturer Part #653428                      Width 9.8"xDepth 12.5"xHeight 4.2"xWeight 6.8 lb., Projection Method - Front, Rear, Ceiling; On Screen Menu, Keystone Correction, Screen Distance 5'- 20'. Image Aspect Ratio 16:9 (Wide Screen), Image Size (diagonal) 32.3-256.7", 750 ANSI lumens (Optional equipment: ceiling mount, carrying case, screen, cables)</p>
	<p><i>USB Flash Drives – 1 gb/2gb</i>                      Supports USB Specification 1.1/2.0, USB 2.0 data transfer rate up to 480Mbps at "High Speed" (USB 2.0 is 40X faster than USB 1.1)                      Speed: Read 8M bit/sec, Write 6.4M bit/sec (Max), Size: 0.63" x 1.02" x 3.42";</p>
	<p><i>Multi-card USB Card reader</i>                      Manufacturer Part #655629                      Transfers files from multi-media devices to computer. Compatible with: CompactFlash, SmartMedia, Memory Stick, Memory Stick Duo, Memory Stick PRO Duo, Memory Stick Pro, MMC, SD and xD-Picture Card.</p>
	<p><i>Secure Shredder (medium volume) – DestroyIt 2401</i>                      Cross cut 3/32 x 5/8 shred size; Security level 3, Shreds staples, paperclips, credit cards. Strip cut 3/15 shred size; Security level 2, Shreds CDs, staples, paperclips, credit cards. Bin capacity 8 gallons, dimensions 10¼ l x 14½ w x 24¾ h. Auto start/stop; single, multifunction switch, wooden cabinet mounted on casters.</p>
	<p><i>DEFCON KL Notebook Key Lock</i>                      Manufacturer Part #A0001666                      Six-foot steel cable locking device with a pass through loop on one end and lock on the other end; uses security slot already built into notebook computer. Two keys provided. Size: 0.95" x 0.88"; diameter-0.84"; cable diameter – 0.16"; cable length – 6'; wt – 5.5 oz</p>



PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

	<p><i>Dell Travel Plug Adapter</i> Manufacturer Part# : 33117/Dell Part# : A0436661 Pocket-sized adapter provides power outlets for laptops, cell phones, chargers and similar electronic devices.</p>
	<p><i>Dell Latitude Laptop Charger</i> Manufacturer Part #: PA-1900-02D/ Dell Part Number 9T215</p>

**Network & Power Supplies**

A limited inventory of cables, power supply units and Fiber NIC cards are available upon approved request for new items. Listed below is a small list of items for individual order. Network cables and supplies that are part of a build-out project will be managed separately.

Warranty and maintenance supplies are available through O&M.

Multi-mode SC/SC Fiber Patch Cables
Fiber Patch Cables (multi-mode) 6'
Ethernet Cables (8'), Category 6; booted
USB Printer Cables (8')
KVM Switchview PC 4-port KVM Switch
Power supply for OTPN-800/400 (12 v)
MITRJ Fiber NIC Card

PROCUREMENT SENSITIVE

TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)

**Wireless Devices and Services**

Wireless devices include: cell phones, BlackBerries, pagers and PDAs. The pricing and services for each wireless device are included in this section. To receive these services/devices, the RFE/S worksheet must be completed and POCs approval.

**Banded Service for Cell Phones & Blackberries**

Monthly usage charges are determined by taking the total monthly minutes used for all wireless devices (secure and non-secure) and computing a single total charge based upon pre-negotiated banded usage rates. Charges will be billed back to Component Organizations based upon their share of the total minutes used.

**Cell Phones**

There are four cell phone packages available that are detailed below:

<b>Basic Cell Phone</b>		
The devices and carriers available under this package are:	<u>Standard Device(s)</u> LG3300 Motorola I205 Nokia 6010 Nokia 6010	<u>Vendor</u> Verizon Nextel Cingular T-Mobile

<b>Mid-Level Cell Phone</b>		
The devices and carriers available under this package are:	<u>Standard Device(s)</u> LG 4650 Motorola I530 Samsung X497 Samsung X495	<u>Vendor</u> Verizon Nextel Cingular T-Mobile

<b>Secure Cell Phone</b>		
Secure Cell Phone devices are available from your component's COMSEC Manager.	<u>Standard Device</u> QSEC-2700	<u>Vendor</u> COMSEC

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

**Blackberry (Voice & Data)**

Product(s)
<ul style="list-style-type: none"><li>▪ Verizon Model 7250 or 7130e</li><li>▪ Nextel Model 7520</li><li>▪ Cingular Model 7290, 8700, 7100 series</li><li>▪ T-Mobile Model 7230</li></ul>

The features are comparable on the various models with slight differences between the models and carriers. The primary difference is aesthetics and some key functionality.

**Accessories**

- Accessory Kit (spare battery, travel charger, wall charger, case, earpiece)
- Travel Charger or Car charger
- Bluetooth

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

**Software**

Software includes one year Software Assurance (maintenance), which provides free upgrades to any future versions of the product throughout the year of purchase.

DHS has Enterprise Agreements established with organizations such as Microsoft and Oracle that solidifies competitive prices for their products. The EA agreements allow immediate deployment of the products with an approved Purchase Order that can be installed by the Deskside Support Technicians and licenses tried-up at specific intervals. The Products Catalog will be updated as new Enterprise Agreements are established.

Pricing of the available software products are listed below. Please note that these prices do not include the cost of media, which can be purchased separately:

Product Description	Part #
Adobe Acrobat Professional 7.0	AGC-54016725RT
Adobe Acrobat Standard 7.0	AGC-54016535RT
Adobe Illustrator	AGC-54017198RT
Adobe Photoshop CS2	AGC-54018226RT
Adobe Studio8 (includes Macromedia Flash)	38000960DG
Adobe Elements 4	AGC-54018958RT
Symantec Anti Virus Client 10.0.2000 License	SGL-10522833
Ghost Client 10.0	SGL-10485751
WinZip	NIC-N67-0616
(MEL) Press eLearning - Desktop Win 32 Listed Languages Lic/SA Pack VML	M70-00098
BizTalk Server Ent Listed Languages Lic/SA Pack MVL 1 Processor License	F52-00434
Content Mgmt Svr Ent Ed Listed Languages Lic/SA Pack MVL 1 Proc Lic	V04-00057
Data Analyzer Win32 Listed Languages Lic/SA Pack MVL	HO2-00031
Exchange Svr Ent Listed Languages Lic/SA Pack MVL	395-02611
Exchange Svr Listed Languages Lic/SA Pack MVL	312-02356
FrontPage Win32 Listed Languages Lic/SA Pack MVL	392-02065
ISA Server Listed Languages Lic/SA Pack MVL 1 Processor License	E84-00372
MapPoint Win32 Listed Languages Lic/SA Pack MVL	B21-00381
MOM Application Mgmt Pack Listed Languages Lic/SA Pack MVL 1 Prcsr Lic	M02-00072
MSDN Ent Win32 Listed Languages Lic/SA Pack MVL	389-00153

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

Product Description	Part #
MSDN Unvrsl Win32 Listed Languages Lic/SA Pack MVL	534-02123
Project Pro Win32 Listed Languages Lic/SA Pack MVL w/1 ProjectSvr CAL	H30-00235
Project Server Win32 Listed Languages Lic/SA Pack MVL	H22-00478
Publisher Win32 Listed Languages Lic/SA Pack MVL	164-02595
SharePoint Portal Svr Listed Languages Lic/SA Pack MVL	H04-00321
SQL CAL Listed Languages Lic/SA Pack MVL Device CAL	359-00851
SQL Svr Enterprise Edtn Listed Languages Lic/SA Pack MVL	810-01714
SQL Svr Standard Edtn Listed Languages Lic/SA Pack MVL	228-01720
SQL Svr Standard Edtn Listed Languages Lic/SA Pack MVL 1 Proc Lic	228-01721
Sys Mgmt Svr Ent Ed Listed Languages Lic/SA Pack MVL	271-01147
Visio Pro Win32 Listed Languages Lic/SA Pack MVL	D87-01251
Windows Svr Enterprise Listed Languages Lic/SA Pack MVL	P72-00164
Windows Svr Listed Languages Lic/SA Pack MVL	P73-00202
Windows Trmnl Svcs CAL Listed Languages Lic/SA Pack MVL Device CAL	R19-00094
Digital Image Suite Win32 Listed Languages Lic/SA Pack MVL	S83-00062
OneNote Win32 Listed Languages Lic/SA Pack MVL	S26-00116
OneNote Win32 Listed Languages Lic/SA Pack MVL for Office SA	S26-00384
Press eLearning - Develop Win 32 Listed Languages Lic/SA Pack MVL	M70-00097
Press eLearning - IT Pro Win32 Listed Languages Lic/SA Pack MVL	M70-00099
Project Std Win32 Listed Languages Lic/SA Pack MVL	076-02036
Virtual PC Win32 Listed Languages Lic/SA Pack MVL	T31-00057
Visio Std Win32 Listed Languages Lic/SA Pack MVL	D86-01345
Application Center Ent Listed Languages Lic/SA Pack MVL 1 Proc Lic	D93-00215
BizTalk Server Dev Listed Languages Lic/SA Pack MVL	R04-00064
BizTalk Server Std Listed Languages Lic/SA Pack MVL 1 Proc Lic	D75-00287
BizTalk Supplier Accel Listed Languages Lic/SA Pack MVL 1 Proc Lic	G21-00034
Commerce Svr Dev Listed Languages Lic/SA Pack MVL Dev/Test	532-00725
Commerce Svr Ent Listed Languages Lic/SA Pack MVL 1 Proc Lic	G20-00144
Commerce Svr Std Listed Languages Lic/SA Pack MVL 1 Proc Lic	532-00726
Content Mgmt Svr Std Ed Listed Languages Lic/SA Pack MVL 1 Proc Lic	R92-00028
Exchange Svr ExtrnConn Listed Languages Lic/SA Pack MVL	394-00478
Host Integration Svr Std Listed Languages Lic/SA Pack MVL 1 Proc Lic	660-00196
Identity Intgrtn Svr Ent WinNT Listed Languages Lic/SA Pack MVL 1 Proc Lic	R15-00007
ISA Server Ent Edtn Listed Languages Lic/SA Pack MVL 1 Processor License	F89-00452

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**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

Product Description	Part #
MBN Pro WinNT Listed Languages Lic/SA Pack MVL	V43-00042
MBN Std WinNT Listed Languages Lic/SA Pack MVL	V42-00039
MOM Ops Mgr Base Ent Ed Listed Languages Lic/SA Pack MVL w/SQL2000Tech	L09-00391
MOM Ops Mgr Base Ent Ed Listed Languages Lic/SA Pack MVL 1 Proc Lic	L09-00079
Off Live Comm Svr ExtConn Listed Languages Lic/SA Pack MVL	U63-00005
Off Live Comm Svr Listed Languages Lic/SA Pack MVL	U65-00044
Off Live Comm Svr-CAL Listed Languages Lic/SA Pack MVL Core CAL Promo Dev	U64-00461
Off Live Comm Svr-CAL Listed Languages Lic/SA Pack MVL Core CAL Promo User	U64-00462
Off Live Comm Svr-CAL Listed Languages Lic/SA Pack MVL Device CAL	U64-00386
Off Live Comm Svr-CAL Listed Languages Lic/SA Pack MVL User CAL	U64-00416
Project External Conn Win32 Listed Languages Lic/SA Pack MVL	T76-00046
Project Server CAL Win32 Listed Languages Lic/SA Pack MVL Device CAL	H21-00415
Project Server CAL Win32 Listed Languages Lic/SA Pack MVL User CAL	H21-00594
SPS Extrnl Conn Non Empl Listed Languages Lic/SA Pack MVL	H32-00018
SQL CAL Listed Languages Lic/SA Pack MVL User CAL	359-01177
SQL Svr Ent Edtn Listed Languages Lic/SA Pack MVL 1 Proc Lic	810-01713
SQL Svr Std Edtn Listed Languages Lic/SA Pack MVL 1 Proc Lic	228-01721
Sys Mgmt Svr Ent Ed Listed Languages Lic/SA Pack MVL w/SQL2000Tech	271-01527
Technet Plus Single Svr Win32 Listed Languages Lic/SA Pack MVL	R10-00017
Technet Plus Single User Win32 Listed Languages Lic/SA Pack MVL	Q99-00017
Win Rghts Mgt Svc CAL WinNT Listed Languages Lic/SA Pack MVL Device CAL	T98-00826
Win Rghts Mgt Svc CAL WinNT Listed Languages Lic/SA Pack MVL User CAL	T98-00827
Win Rghts Mgt Svc ExtnConn WinNT Listed Languages Lic/SA Pack MVL	T99-00395
Win Rghts Mgt SvcCAL WinNT Listed Langs Lic/SA Pck MVL CoreCAL Promo Dev	T98-00923
Win Rghts Mgt SvcCAL WinNT Listed Langs Lic/SA Pck MVL CoreCAL Promo User	T98-00924
Windows Svr ExtrnConn Listed Languages Lic/SA Pack MVL	R39-00387
Windows Svr Web Listed Languages Lic/SA Pack MVL	P70-00013
Windows Term Svr ExtrnConn Listed Languages Lic/SA Pack MVL	R59-00354
Windows Terminal Svr CAL Listed Languages Lic/SA Pack MVL User CAL	R19-00093

**Directorate Approving Authorities** \_\_\_\_\_

Authorized Federal approvers of requests for IT commodities or services are maintained by the Customer Liaison within the PMO. Contact [hilary.jackson@dhs.gov](mailto:hilary.jackson@dhs.gov) for the most updated

PROCUREMENT SENSITIVE

**TE C.3.1-002 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

list or to have an alternate approver added for your Component. The approver authorizes procurement or assignment of IT assets to the requestor and authorizes billing of these services and products to their Drawdown account, as appropriate.

**Glossary**\_\_\_\_\_

Acronyms and abbreviations used within this document are documented below.

A-LAN	Non-secure Local Area Network
CPO	
DHS ISSM	Information System Security Management
EOT	
IT	Information Technology
NCA PMO	National Capital Area Project Management Office
O&M	IT Operations & Maintenance
OGC	Office of the General Counsel
POC	Point of Contact
PR	Purchase Requisition
RFE/S	Request for Equipment and/or Services worksheet
ROM	Rough Order of Magnitude
SPOC	Single Point of Contact (IT Support/Help Desk)
WCF	Working Capital Fund

PROCUREMENT SENSITIVE

**TE C.5.1-001 SERVICE CATALOG MINIMUM REQUIREMENTS**

Identification – Identify each product/service with a unique identifier that used for pricing, ordering, and invoicing purposes.

Summary Description – Include a short description of the product/service.

Detailed Description – Provide sufficient detail and application guidance to permit Government staff to determine the applicability of the product/service to include support response level and return to service options at centers, regional sites, field offices, and critical users. This description shall specify any value-added modifications to products and services, and justify any such tailoring or use of non-COTS hardware or software components. The description shall clearly identify configuration or delivery options with an indication as to whether the option affects pricing.

Standard Terms – Cite the standard terms and conditions that apply to the ordering and delivery of the service (standard terms may be provided as an appendix for reference).

Specific Terms – The catalog shall cite terms and conditions that apply specifically to each product/service, if any, and will clearly identify any conditions under which standard pricing is subject to adjustment. The text shall clearly indicate by reference the vendor license terms for software. For both hardware and software, the text shall clearly indicate whether the contractor or the Government retains ownership.

Pricing Schedule – The catalog shall specify non-recurring and recurring costs for each product and service. For continuing services, pricing shall include rates applicable for each fiscal year of the Task Order period of performance.

Training, Help Desk, Return to Service – The contractor shall provide entries for training and shall provide help desk service to support the Service Catalog. The support response shall include, at a minimum, return to service options at centers, regional sites, field offices, and critical users.

Catalog Maintenance - The contractor shall maintain the Service Catalog, expanding and enhancing it as necessary to support basic, enhanced, and advanced levels of service.

The contractor shall establish an efficient Web-based mechanism for the Government to order and receive delivery of products and services identified in the Service/Product Catalog. The approach shall enable authorized Government personnel to access an electronic version of the service/product catalog and pricing schedule, enter all required ordering information, view estimated pricing for the requested products and services, and receive acknowledgement of the order receipt by the contractor. In addition, the Web based mechanism shall allow the Government to view history, current status, and expected delivery date for the product/service, address any issues associated with a given order, and review product/service delivery performance summaries such as installation times and order processing times.



PROCUREMENT SENSITIVE

TE C.5.1-002 ASSET REPORTS

Deliverable	Description	Date
Government Property Report on DHS Form 700-5 (7/03)	Identify all IT assets <i>(need to identify specific fields required by decision makers)</i>	Annually on 15 August <i>(allows report to be used in the budgeting process)</i>
Personnel Account Reconciliation	Identify all IT assets of personnel who have exited through the HR notification process and personnel that have not accessed the network within the last 30 days.	Monthly by 15 <sup>th</sup> of each month
Outstanding Purchase Report	Identify all IT assets ordered in the previous month but not received or were rejected.	Monthly by 5 <sup>th</sup> of each month
Warranty Report	Identify all IT assets whose warranties will expire in the next month. <i>(This report allows DHS to determine if they want to extend the warranties.)</i>	Monthly by 15 <sup>th</sup> of each month
Projected End-of-Life Report	Identify IT assets that have a projected end-of-life date in the next month. This date is determined by projected lifespan at time of acquisition, or user community for programmatic actions.	Monthly by 15 <sup>th</sup> of each month
Quarterly Audit Report	Perform quarterly electronic and physical audits of at least 25% of accountable IT assets by asset category (network infrastructure, server, storage device, desktop computer, notebook computer, and Smartphone) identified as active in the asset management application. This report will report the results of a physical/electronic inventory/search result against the information contained in the asset management application. The Audit Report will identify, by category, the asset identification, description, location, unit and personnel assignment and any discrepancy between information in the asset management application and the results of the inventory/search.	Quarterly by end of the month following the end of the previous quarter  (January, April, July, October)
Quarterly Audit Corrective Action Report	Identify all corrective actions taken to ensure that the data fields in the asset management application reflect the reality of the IT asset.	Quarterly by end of the second month following the end of the quarter (February, May, August, November)

PROCUREMENT SENSITIVE

TE C.5.1-002 ASSET REPORTS

<b>Deliverable</b>	<b>Description</b>	<b>Date</b>
Ad-Hoc Asset Reports	Respond to government requests for IT asset information. The goal for such requests is four hours; however, the government recognizes that the nature of the report and some circumstances may require an adjustment to this goal. This requirement is not listed as a Key Performance Indicator (KPI) or in a Service Level Agreement (SLA).	Per agreement between contractor and Government

PROCUREMENT SENSITIVE

**TE C.5.1-003 DHS ASSETS**

**See DHS Interactive Website for Asset Inventory Information**

## C.8 CONTRACT DATA REQUIREMENTS LISTING (CDRL)

### CDRL Title Numbering System:

A CDRL is titled in relation to the Section number from which it is first referenced and its order among CDRLs in that Paragraph. For example:

Section C.4.2 references two CDRLs. Those CDRLs are titled CDRL C.4.2-1 through CDRL C.4.2-2.

The contractor shall provide electronic submittals of CDRLS using standard Microsoft Office applications. If no format is specified in this Task Order, the contractor shall coordinate with the COTR to format style of deliverable.

### List of CDRLs:

Task Order Section	Title	Program	HSD	ESD
C.1.4.1.4	Ad Hoc Requirements	Yes	Yes	Yes
C.1.4.1.7	FOIA or Privacy Act Requests for Information	Yes	Yes	Yes
C.1.6.1	Monthly and Annual Workload Reports	Yes		
C.1.6.2.1	Weekly Status Reports	Yes		
C.1.6.2.2	Monthly Performance Summary Report	Yes		
C.1.6.2.3	Monthly Quality Control Report	Yes		
C.1.6.3.1.1	Monthly CAR Agenda	Yes		
C.1.6.3.1.2	Monthly CAR Minutes	Yes		
C.1.6.3.2.1	PMR Agenda		Yes	Yes
C.1.6.3.2.2	PMR Status Report		Yes	Yes
C.1.6.3.2.5	PMR Minutes		Yes	Yes
C.1.7.1.1	PM Succession Plan	Yes		
C.1.7.1.2	Key Personnel Succession Plan	Yes		
C.1.7.2.2	Staffing Roster	Yes		
C.1.7.3.2	Employee Training Plan	Yes		
C.1.7.4.2	Requests for Staff Security Clearances	Yes		
C.1.8.1.1.2	Unresolved Dispute Information	Yes		
C.1.9.2.1	Quality Control Plan Revision	Yes		
C.1.9.2.2	Customer Evaluation Plan	Yes		
C.1.11.1.6	Essential Personnel List	Yes		
C.1.11.1.7	Travel Requests	Yes		
C.3.1.4.2.3	Report of Government Property	Yes		
C.4.1.1.1	Contractor Furnished Facilities	Yes		
C.5.1.1.7	Updated PMP and Project Management Plans		Yes	Yes
C.5.1.1.9	Program Report Card		Yes	Yes
C.5.1.1.11	Program Management Review		Yes	Yes
C.5.1.1.12	Integrated Master Schedule Updates		Yes	Yes
C.5.1.1.14	Meeting Summary			

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Task Order Section	Title	Program	HSD	ESD
C.5.1.2.2	Strategic Plan	Yes		
C.5.1.3.2	OCIO Programs Review Results			Yes
C.5.1.3.4	SOP Gap Analysis			Yes
C.5.1.3.5	Plans and Standard Operating Procedure Changes		Yes	Yes
C.5.1.4.3	Project and Infrastructure Baselines		Yes	Yes
C.5.1.4.4	PMR and PSR Support Documentation		Yes	Yes
C.5.1.4.9	Project Plan		Yes	Yes
C.5.1.5.4	Recommendations for Centralized Requirements Review Process		Yes	Yes
C.5.1.5.5	Infrastructure Requirements Traceability Matrix			Yes
C.5.1.5.6	Customer Approval of Requirements		Yes	Yes
C.5.1.5.7	Assessment of Program Office Work		Yes	Yes
C.5.1.5.8	Project Managers Deliverables Findings and Recommendations		Yes	Yes
C.5.1.6.1.6	Communications Plans and Products		Yes	Yes
C.5.1.7.1	Service Level Management Plan		Yes	
C.5.1.7.3	Service Catalog of Standard Information Technology Services Office Products and Services		Yes	
C.5.1.8.6	Market Research		Yes	Yes
C.5.1.8.7	SOWs/SOOs, Acquisition Plans, IGCEs, Procurement Requests, Limited Source Justifications, 508 Compliance Forms, OCIO IT Acquisition Checklists, DD 254s		Yes	Yes
C.5.1.8.8	Source Selection Plans		Yes	Yes
C.5.1.8.9	Acquisition Evaluation Recommendations		Yes	Yes
C.5.1.8.11	Solicitation Documents		Yes	Yes
C.5.1.9.1.1	Contract Deliverables Analysis Findings		Yes	Yes
C.5.1.9.2	Procurement Request Packages		Yes	Yes
C.5.1.10.2.2	Annual Budget Documentation		Yes	Yes
C.5.1.10.2.5	Working Capital Fund Contribution Formulas		Yes	
C.5.1.10.2.8	Budget Briefing Presentations		Yes	Yes
C.5.1.10.3.1	Budget Execution Documentation		Yes	Yes
C.5.1.10.3.2	Budget Reconciliation		Yes	Yes
C.5.1.10.3.5	Funds Tracking Spreadsheets		Yes	Yes
C.5.1.11.1.7	Asset Reports		Yes	
C.5.1.11.3.1	Spares Provisioning Support Plan		Yes	
C.5.1.11.4	GFE Use/Re-utilization Plan		Yes	
C.5.1.11.6.1	Asset Inventory Reconciliation		Yes	
C.5.1.12.1.1	Balanced Scorecard Update		Yes	
C.5.1.12.1.3	Performance Measurement Recommendations and Findings		Yes	
C.5.1.12.1.4	Performance Metrics Plan and Metrics Handbook		Yes	
C.5.1.12.1.5	Project Metrics Data Findings and Recommendations		Yes	
C.5.1.12.2.2	Quality Assurance Plan		Yes	
C.5.1.12.2.6	Surveillance Inspection Reports		Yes	

PROCUREMENT SENSITIVE

<b>Task Order Section</b>	<b>Title</b>	<b>Program</b>	<b>HSD</b>	<b>ESD</b>
C.5.1.12.3.1	Risk Management Plan		Yes	
C.5.1.13.2	Program Training Management Plan		Yes	
C.5.1.14.2	Record of Certification Training and Examination Results		Yes	
C.5.2.1.2	Independent Associate Test Recommendation		Yes	
C.5.2.1.5	Physical Security Reviews		Yes	
C.5.2.4.1	C&A Documentation		Yes	Yes
C.5.2.5.2	Certification and Accreditation Plan		Yes	Yes
C.5.2.5.5	DIACAP Reports		Yes	Yes
C.5.2.6.1	Security Management Plan		Yes	
C.5.2.6.2	Security Weekly Status Report		Yes	
C.5.2.6.3	The Security Monthly Status Report		Yes	
C.5.2.6.4.2	Review and Analysis of Security Policy Findings		Yes	
C.5.2.6.4.3	Security Management Plan Security Measures and Metrics		Yes	
C.5.2.7.5	Security Self-Assessment POAM		Yes	

**MATERIAL INSPECTION AND RECEIVING REPORT**

1. CONTRACT NO.	2. ORDER NO.	3. REPORT NO.
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4. MATERIAL AND/OR SERVICES INSPECTED

5. CONTRACTOR

6. MANUFACTURER

7. PLACE OF INSPECTION

8. CONTRACT LINE ITEM NO(S) <i>(If applicable)</i>	INSPECTION DATES				QUANTITY	
	10. RECEIVED	10. READY	11. STARTED	12. COMPLETED	13. REJECTED	14. ACCEPTED
	PREVIOUS REPORTS	THIS REPORT	TOTAL TO DATE	18. QUANTITY ON ORDER		
15. SUBMITTED				19. ACCEPTED TO DATE		
16. REJECTED						
17. ACCEPTED				20. BALANCE REMAINING		

21. REMARKS *(Use Continuation Sheet for Additional Entries)*

22. INSPECTED BY	23. TITLE
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The materials and/or services listed herein have been inspected or certified test data has been examined, by me or under my supervision. The materials and/or services listed above as accepted conform to contract requirements. Those listed as rejected do not conform and may not be delivered, except as authorized under "Remarks."

24. SIGNATURE OR NAME	25. TITLE	26. DATE
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## **Implementing Instructions for Compliance with HSAR clause 3052.204-71, “Contractor Employee Access”**

### **1. GENERAL**

Department of Homeland Security Acquisition Regulation (HSAR) clause 3052.204-71 requires that contractor personnel requiring unescorted access to government facilities, access to sensitive information, or access to government information technology (IT) resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract.

Department of Homeland Security (DHS) policy requires a favorably adjudicated background investigation prior to commencing work on this contract for all contractor personnel who require recurring access to government facilities or access to sensitive information, or access to government IT resources.

Contractor employees will be given a suitability determination unless this requirement is waived under Departmental procedures. Requirements for suitability determination are defined in paragraph 3.0.

#### **1.1 ADDITIONAL INFORMATION FOR CLASSIFIED CONTRACTS:**

Performance of this contract requires the Contractor to gain access to classified National Security Information (includes documents and material). Classified information is Government information which requires protection in accordance with Executive Order 12958, National Security Information (NSI) as amended and supplemental directives.

The Contractor shall abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, an attachment to the contract, and the National Industrial Security Program Operating Manual (NISPOM) for protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor is required to have access to classified information at a DHS or other Government Facility, it shall abide by the requirements set forth by the agency.

#### **1.2 GENERAL REQUIREMENT:**

The Contractor shall ensure these instructions are expressly incorporated into any and all subcontracts or subordinate agreements issued in support of this contract.

### **2. CONTRACTOR PERSONNEL**

#### **2.1 EMPLOYMENT ELIGIBILITY**

To comply with the requirements HSAR Clause 3052.204-71, and Department policy, the contractor must complete the following forms for applicable personnel who will be performing work under this contract as indicated:

- Standard Form (SF) 85P, “Questionnaire for Public Trust Positions”
- FD-258 fingerprint cards
- DHS Form 11000-6, “Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement”. Required of all applicable contractor personnel.
- DHS Form 11000-9, “Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act (FCRA)”

## **2.2 CONTINUED ELIGIBILITY**

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

## **2.3 TERMINATION**

The DHS Security Office shall be notified of all terminations/resignations within five (5) days of occurrence. The Contractor shall return to the Contracting Officer Technical Representative (COTR) all DHS issued identification cards and building passes that have either expired or have been collected from terminated employees. If an identification card or building pass is not available to be returned, a report shall be submitted to the COTR, referencing the pass or card number, name of individual to who it was issued and the last known location and disposition of the pass or card.

## **3.0 SUITABILITY DETERMINATION**

DHS may, as it deems appropriate, authorize and grant a favorable entry on duty (EOD) decision based on preliminary suitability 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 favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow. A favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar DHS from withdrawing or terminating access government facilities or information, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office.

Contract employees waiting for an EOD decision may begin work on the contract provided they do not access sensitive Government information. Limited access to Government buildings is allowable prior to the EOD decision if the Contractor is escorted by a Government employee. This limited access is to allow Contractors to attend briefings, non-recurring meetings and begin transition work.

## **4.0 BACKGROUND INVESTIGATIONS**

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, requiring 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. All background investigations will be processed through the DHS Security Office. Prospective Contractor employees shall submit the following completed forms to the DHS Security Office. The Standard Form 85P will be completed electronically, through the Office of Personnel Management's e-QIP SYSTEM. The completed forms must be given to the DHS Security Office no less than thirty (30) days before the start date of the contract or thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

- a. Standard Form 85P, "Questionnaire for Public Trust Positions"
- b. FD Form 258, "Fingerprint Card" (2 copies)
- c. DHS Form 11000-6 "Conditional Access To Sensitive But Unclassified Information Non-Disclosure Agreement"
- d. DHS Form 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"

Only complete packages will be accepted by the DHS Security Office. Specific instructions on submission of packages will be provided upon award of the contract.

Be advised that unless an applicant requiring access to sensitive information has resided in the US for three of the past five years, the Government may not be able to complete a satisfactory background investigation.

Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

- (1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;
- (2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and
- (3) The waiver must be in the best interest of the Government.

#### **4.1 ALTERNATIVE CITIZENSHIP REQUIREMENTS FOR NON-IT CONTRACTS**

For non-Classified or non-IT contracts the above citizenship provision shall be replaced with the citizenship provision below:

Each individual employed under the contract shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by a Permanent Resident Card (USCIS I-55 1). Any exceptions must be approved by the Department's Chief Security Officer or designee.

## **5.0 INFORMATION TECHNOLOGY SECURITY CLEARANCE**

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor shall provide for the administrative control of sensitive data being processed. 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).

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

## **6.0 INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT**

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

## **7.0 REFERENCES**

### **7.1 DHS Office of Security**

DHS, Office of Security  
Personnel Security Staff  
Attn: Ora Smith  
Washington DC 20528  
Telephone: (202) 447-5372

# SAFEGUARDING SENSITIVE BUT UNCLASSIFIED (FOR OFFICIAL USE ONLY) INFORMATION

1.6.2005

## 1. Purpose

This directive establishes Department of Homeland Security (DHS) policy regarding the identification and safeguarding of sensitive but unclassified information originated within DHS. It also applies to other sensitive but unclassified information received by DHS from other government and non-governmental activities.

## 2. Scope

This directive is applicable to all DHS Headquarters, components, organizational elements, detailees, contractors, consultants, and others to whom access to information covered by this directive is granted.

## 3. Authorities

Homeland Security Act of 2002.

## 4. Definitions

**Access:** The ability or opportunity to gain knowledge of information.

**For Official Use Only (FOUO):** The term used within DHS to identify unclassified information of a sensitive nature, not otherwise categorized by statute or regulation, the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national interest. Information impacting the National Security of the United States and classified Confidential, Secret, or Top Secret under Executive Order 12958, "Classified National Security Information," as amended, or its predecessor or successor orders, is not to be considered FOUO. FOUO is not to be considered classified information.

**Need-to-know:** The determination made by an authorized holder of information that a prospective recipient requires access to specific information in order to

perform or assist in a lawful and authorized governmental function, i.e., access is required for the performance of official duties.

**Organizational Element:** As used in this directive, organizational element is as defined in DHS MD Number 0010.1, Management Directive System and DHS Announcements.

**Protected Critical Infrastructure Information (PCII):** Critical infrastructure information (CII) is defined in 6 U.S.C. 131(3) (Section 212(3) of the Homeland Security Act). Critical infrastructure information means information not customarily in the public domain and related to the security of critical infrastructure or protected systems. Protected Critical Infrastructure Information is a subset of CII that is voluntarily submitted to the Federal Government and for which protection is requested under the PCII program by the requestor.

**Sensitive Security Information (SSI):** Sensitive security information (SSI) is defined in 49 C.F.R. Part 1520. SSI is a specific category of information that requires protection against disclosure. 49 U.S.C. 40119 limits the disclosure of information obtained or developed in carrying out certain security or research and development activities to the extent that it has been determined that disclosure of the information would be an unwarranted invasion of personal privacy; reveal a trade secret or privileged or confidential commercial or financial information; or be detrimental to the safety of passengers in transportation.

## 5. Responsibilities

### A. The DHS Office of Security will:

1. Be responsible for practical application of all aspects of the program to protect FOUO.
2. Promulgate Department-wide policy guidance.
3. Develop and implement an education and awareness program for the safeguarding of FOUO and other sensitive but unclassified information.

### B. Heads of DHS Organizational Elements will:

1. Ensure compliance with the standards for safeguarding FOUO and other sensitive but unclassified information as cited in this directive.
2. Designate an official to serve as a Security Officer or Security Liaison.

### C. The organizational element's Security Officer/Security Liaison will:

Be responsible for implementation and oversight of the FOUO information protection program and will serve as liaison between the DHS Office of Security and other organizational security officers.

D. DHS employees, detailees, contractors, consultants and others to whom access is granted will:

1. Be aware of and comply with the safeguarding requirements for FOUO information as outlined in this directive.
2. Participate in formal classroom or computer based training sessions presented to communicate the requirements for safeguarding FOUO and other sensitive but unclassified information.
3. Be aware that divulging information without proper authority could result in administrative or disciplinary action.

E. Contractors and Consultants shall:

Execute a DHS Form 11000-6, Sensitive But Unclassified Information Non-Disclosure Agreement (NDA), as a condition of access to such information. Other individuals not assigned to or contractually obligated to DHS, but to whom access to information will be granted, may be requested to execute an NDA as determined by the applicable program manager. Execution of the NDA shall be effective upon publication of this directive and not applied retroactively.

F. Supervisors and managers will:

1. Ensure that an adequate level of education and awareness is established and maintained that serves to emphasize safeguarding and prevent unauthorized disclosure of FOUO information.
2. Take appropriate corrective actions, to include administrative or disciplinary action as appropriate, when violations occur.

## **6. Policy and Procedures**

A. General

1. The Computer Security Act of 1987, Public Law 100-235, defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive

order or an act of Congress to be kept secret in the interest of national defense or foreign policy.” However, with the exception of certain types of information protected by statute, specific, standard criteria and terminology defining the types of information warranting designation as “sensitive information” does not exist within the Federal government. Such designations are left to the discretion of each individual agency.

2. Within the “sensitive but unclassified” arena, in addition to the various categories of information specifically described and protected by statute or regulation, e.g., Tax Return Information, Privacy Act Information, Sensitive Security Information (SSI), Critical Infrastructure Information (CII), Grand Jury Information, etc. There are numerous additional caveats used by various agencies to identify unclassified information as sensitive, e.g., For Official Use Only; Law Enforcement Sensitive; Official Use Only; Limited Official Use; etc. Regardless of the caveat used to identify it, however, the reason for the designation does not change. Information is designated as sensitive to control and restrict access to certain information, the release of which could cause harm to a person’s privacy or welfare, adversely impact economic or industrial institutions, or compromise programs or operations essential to the safeguarding of our national interests.

3. Information shall not be designated as FOUO in order to conceal government negligence, ineptitude, illegalities, or other disreputable circumstances embarrassing to a government agency.

4. Information designated as FOUO is not automatically exempt from disclosure under the provisions of the Freedom of Information Act, 5 U.S.C. 552, (FOIA). Information requested by the public under a FOIA request must still be reviewed on a case-by-case basis.

#### **B. For Official Use Only**

Within DHS, the caveat “FOR OFFICIAL USE ONLY” will be used to identify sensitive but unclassified information within the DHS community that is not otherwise specifically described and governed by statute or regulation. The use of these and other approved caveats will be governed by the statutes and regulations issued for the applicable category of information.

#### **C. Information Designated as FOUO**

1. The following types of information will be treated as FOUO information. Where information cited below also meets the standards for designation pursuant to other existing statutes or regulations, the applicable statutory or regulatory guidance will take precedence. For example, should information meet the standards for designation as Sensitive Security Information (SSI), then SSI guidance for marking, handling, and safeguarding will take precedence.



- (a) Information of the type that may be exempt from disclosure per 5 U.S.C. 552, Freedom of Information Act, and its amendments. Designation of information as FOUO does not imply that the information is already exempt from disclosure under FOIA. Requests under FOIA, for information designated as FOUO, will be reviewed and processed in the same manner as any other FOIA request.
- (b) Information exempt from disclosure per 5 U.S.C. 552a, Privacy Act.
- (c) Information within the international and domestic banking and financial communities protected by statute, treaty, or other agreements.
- (d) Other international and domestic information protected by statute, treaty, regulation or other agreements.
- (e) Information that could be sold for profit.
- (f) Information that could result in physical risk to personnel.
- (g) DHS information technology (IT) internal systems data revealing infrastructure used for servers, desktops, and networks; applications name, version and release; switching, router, and gateway information; interconnections and access methods; mission or business use/need. Examples of information are systems inventories and enterprise architecture models. Information pertaining to national security systems and eligible for classification under Executive Order 12958, as amended, will be classified as appropriate.
- (h) Systems security data revealing the security posture of the system. For example, threat assessments, system security plans, contingency plans, risk management plans, Business Impact Analysis studies, and Certification and Accreditation documentation.
- (i) Reviews or reports illustrating or disclosing facility infrastructure or security vulnerabilities, whether to persons, systems, or facilities, not otherwise eligible for classification under Executive Order 12958, as amended.
- (j) Information that could constitute an indicator of U.S. government intentions, capabilities, operations, or activities or otherwise threaten operations security.
- (k) Developing or current technology, the release of which could hinder the objectives of DHS, compromise a technological advantage or countermeasure, cause a denial of service, or provide an adversary with

sufficient information to clone, counterfeit, or circumvent a process or system.

2. Other government agencies and international organizations may use different terminology to identify sensitive information, such as "Limited Official Use (LOU)," and "Official Use Only (OUO)." In most instances the safeguarding requirements for this type of information are equivalent to FOUO. However, other agencies and international organizations may have additional requirements concerning the safeguarding of sensitive information. Follow the safeguarding guidance provided by the other agency or organization. Should there be no such guidance, the information will be safeguarded in accordance with the requirements for FOUO as provided in this manual. Should the additional guidance be less restrictive than in this directive, the information will be safeguarded in accordance with this directive.

#### **D. Designation Authority**

Any DHS employee, detailee, or contractor can designate information falling within one or more of the categories cited in section 6, paragraph C, as FOUO. Officials occupying supervisory or managerial positions are authorized to designate other information, not listed above and originating under their jurisdiction, as FOUO.

#### **E. Duration of Designation**

Information designated as FOUO will retain its designation until determined otherwise by the originator or a supervisory or management official having program management responsibility over the originator and/or the information.

#### **F. Marking**

1. Information designated as FOUO will be sufficiently marked so that persons having access to it are aware of its sensitivity and protection requirements. The lack of FOUO markings on materials does not relieve the holder from safeguarding responsibilities. Where the FOUO marking is not present on materials known by the holder to be FOUO, the holder of the material will protect it as FOUO. Other sensitive information protected by statute or regulation, e.g., PCII and SSI, etc., will be marked in accordance with the applicable guidance for that type of information. Information marked in accordance with the guidance provided for the type of information need not be additionally marked FOUO.

(a) Prominently mark the bottom of the front cover, first page, title page, back cover and each individual page containing FOUO information with the caveat "FOR OFFICIAL USE ONLY."

(b) Materials containing specific types of FOUO may be further marked with the applicable caveat, e.g., "LAW ENFORCEMENT SENSITIVE," in order to alert the reader of the type of information conveyed. Where the sensitivity of the information warrants additional access and dissemination restrictions, the originator may cite additional access and dissemination restrictions. For example:

***WARNING: This document is FOR OFFICIAL USE ONLY (FOUO). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information. This information shall not be distributed beyond the original addressees without prior authorization of the originator.***

(c) Materials being transmitted to recipients outside of DHS, for example, other federal agencies, state or local officials, etc. who may not be aware of what the FOUO caveat represents, shall include the following additional notice:

***WARNING: This document is FOR OFFICIAL USE ONLY (FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval of an authorized DHS official.***

(d) Computer storage media, i.e., disks, tapes, removable drives, etc., containing FOUO information will be marked "FOR OFFICIAL USE ONLY."

(e) Portions of a classified document, i.e., subjects, titles, paragraphs, and subparagraphs that contain only FOUO information will be marked with the abbreviation (FOUO).

(f) Individual portion markings on a document that contains no other designation are not required.

(g) Designator or originator information and markings, downgrading instructions, and date/event markings are not required.

#### G. General Handling Procedures

Although FOUO is the DHS standard caveat for identifying sensitive unclassified information, some types of FOUO information may be more sensitive than others

and thus warrant additional safeguarding measures beyond the minimum requirements established in this manual. For example, certain types of information may be considered extremely sensitive based on the repercussions that could result should the information be released or compromised. Such repercussions could be the loss of life or compromise of an informant or operation. Additional control requirements may be added as necessary to afford appropriate protection to the information. DHS employees, contractors, and detailees must use sound judgment coupled with an evaluation of the risks, vulnerabilities, and the potential damage to personnel or property as the basis for determining the need for safeguards in excess of the minimum requirements and protect the information accordingly.

1. When removed from an authorized storage location (see section 6.I) and persons without a need-to-know are present, or where casual observation would reveal FOUO information to unauthorized persons, a "FOR OFFICIAL USE ONLY" cover sheet (Enclosure 1) will be used to prevent unauthorized or inadvertent disclosure.
2. When forwarding FOUO information, a FOUO cover sheet should be placed on top of the transmittal letter, memorandum or document.
3. When receiving FOUO equivalent information from another government agency, handle in accordance with the guidance provided by the other government agency. Where no guidance is provided, handle in accordance with the requirements of this directive.

#### H. Dissemination and Access

1. FOUO information will not be disseminated in any manner - orally, visually, or electronically - to unauthorized personnel.
2. Access to FOUO information is based on "need-to-know" as determined by the holder of the information. Where there is uncertainty as to a person's need-to-know, the holder of the information will request dissemination instructions from their next-level supervisor or the information's originator.
3. The holder of the information will comply with any access and dissemination restrictions.
4. A security clearance is not required for access to FOUO information.
5. When discussing or transferring FOUO information to another individual(s), ensure that the individual with whom the discussion is to be held or the information is to be transferred has a valid need-to-know, and that precautions are taken to prevent unauthorized individuals from overhearing the conversation, observing the materials, or otherwise obtaining the information.

6. FOUO information may be shared with other agencies, federal, state, tribal, or local government and law enforcement officials, provided a specific need-to-know has been established and the information is shared in furtherance of a coordinated and official governmental activity. Where FOUO information is requested by an official of another agency and there is no coordinated or other official governmental activity, a written request will be made from the requesting agency to the applicable DHS program office providing the name(s) of personnel for whom access is requested, the specific information to which access is requested, and basis for need-to-know. The DHS program office shall then determine if it is appropriate to release the information to the other agency official. (see section 6.F for marking requirements)

7. Other sensitive information protected by statute or regulation, i.e., Privacy Act, CII, SSI, Grand Jury, etc., will be controlled and disseminated in accordance with the applicable guidance for that type of information.

8. If the information requested or to be discussed belongs to another agency or organization, comply with that agency's policy concerning third party discussion and dissemination.

9. When discussing FOUO information over a telephone, the use of a STU III (Secure Telephone Unit), or Secure Telephone Equipment (STE), is encouraged, but not required.

#### **I. Storage**

1. When unattended, FOUO materials will, at a minimum, be stored in a locked file cabinet, locked desk drawer, a locked overhead storage compartment such as a systems furniture credenza, or similar locked compartment. Materials can also be stored in a room or area that has sufficient physical access control measures to afford adequate protection and prevent unauthorized access by members of the public, visitors, or other persons without a need-to-know, such as a locked room, or an area where access is controlled by a guard, cipher lock, or card reader.

2. FOUO information will not be stored in the same container used for the storage of classified information unless there is a correlation between the information. When FOUO materials are stored in the same container used for the storage of classified materials, they will be segregated from the classified materials to the extent possible, i.e. separate folders, separate drawers, etc.

3. IT systems that store FOUO information will be certified and accredited for operation in accordance with federal and DHS standards. Consult the DHS Information Technology Security Program Handbook for Sensitive Systems, Publication 4300A, for more detailed information.

4. Laptop computers and other media containing FOUO information will be stored and protected to prevent loss, theft, unauthorized access and unauthorized disclosure. Storage and control will be in accordance with DHS Information Technology Security Program Handbook for Sensitive Systems, Publication 4300A.

#### J. Transmission

1. Transmission of hard copy FOUO within the U.S. and its Territories:
  - (a) Material will be placed in a single opaque envelope or container and sufficiently sealed to prevent inadvertent opening and to show evidence of tampering. The envelope or container will bear the complete name and address of the sender and addressee, to include program office and the name of the intended recipient (if known).
  - (b) FOUO materials may be mailed by U.S. Postal Service First Class Mail or an accountable commercial delivery service such as Federal Express or United Parcel Service.
  - (c) FOUO materials may be entered into an inter-office mail system provided it is afforded sufficient protection to prevent unauthorized access, e.g., sealed envelope.
2. Transmission to Overseas Offices: When an overseas office is serviced by a military postal facility, i.e., APO/FPO, FOUO may be transmitted directly to the office. Where the overseas office is not serviced by a military postal facility, the materials will be sent through the Department of State, Diplomatic Courier.
3. Electronic Transmission.
  - (a) Transmittal via Fax. Unless otherwise restricted by the originator, FOUO information may be sent via nonsecure fax. However, the use of a secure fax machine is highly encouraged. Where a nonsecure fax is used, the sender will coordinate with the recipient to ensure that the materials faxed will not be left unattended or subjected to possible unauthorized disclosure on the receiving end. The holder of the material will comply with any access, dissemination, and transmittal restrictions cited on the material or verbally communicated by the originator.
  - (b) Transmittal via E-Mail
    - (i) FOUO information transmitted via email should be protected by encryption or transmitted within secure communications systems. When this is impractical or unavailable, FOUO may be transmitted over regular email channels. For added security, when

transmitting FOUO over a regular email channel, the information can be included as a password protected attachment with the password provided under separate cover. Recipients of FOUO information will comply with any email restrictions imposed by the originator.

(ii) Per DHS MD 4300, DHS Sensitive Systems Handbook, due to inherent vulnerabilities, FOUO information shall not be sent to personal email accounts.

(c) DHS Internet/Intranet

(i) FOUO information will not be posted on a DHS or any other internet (public) website.

(ii) FOUO information may be posted on the DHS intranet or other government controlled or sponsored protected encrypted data networks, such as the Homeland Security Information Network (HSIN). However, the official authorized to post the information should be aware that access to the information is open to all personnel who have been granted access to that particular intranet site. The official must determine the nature of the information is such that need-to-know applies to all personnel; the benefits of posting the information outweigh the risk of potential compromise; the information posted is prominently marked as FOR OFFICIAL USE ONLY; and information posted does not violate any provisions of the Privacy Act.

K. Destruction

1. FOUO material will be destroyed when no longer needed. Destruction may be accomplished by:

(a) "Hard Copy" materials will be destroyed by shredding, burning, pulping, pulverizing, such as to assure destruction beyond recognition and reconstruction. After destruction, materials may be disposed of with normal waste.

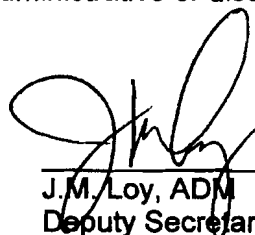
(b) Electronic storage media shall be sanitized appropriately by overwriting or degaussing. Contact local IT security personnel for additional guidance.

(c) Paper products containing FOUO information will not be disposed of in regular trash or recycling receptacles unless the materials have first been destroyed as specified above.

**L. Incident Reporting**

1. The loss, compromise, suspected compromise, or unauthorized disclosure of FOUO information will be reported. Incidents involving FOUO in DHS IT systems will be reported to the organizational element Computer Security Incident Response Center in accordance with IT incident reporting requirements.
2. Suspicious or inappropriate requests for information by any means, e.g., email or verbal, shall be report to the DHS Office of Security.
3. Employees or contractors who observe or become aware of the loss, compromise, suspected compromise, or unauthorized disclosure of FOUO information will report it immediately, but not later than the next duty day, to the originator and the local Security Official.
4. Additional notifications to appropriate DHS management personnel will be made without delay when the disclosure or compromise could result in physical harm to an individual(s) or the compromise of a planned or on-going operation.
5. At the request of the originator, an inquiry will be conducted by the local security official or other designee to determine the cause and affect of the incident and the appropriateness of administrative or disciplinary action against the offender.

Dated: 1/6/05

  
\_\_\_\_\_  
J.M. Loy, ADM  
Deputy Secretary of Homeland Security



# **Department of Homeland Security**

## **FOR OFFICIAL USE ONLY**

**THE ATTACHED MATERIALS CONTAIN DEPARTMENT OF HOMELAND SECURITY INFORMATION THAT IS "FOR OFFICIAL USE ONLY," OR OTHER TYPES OF SENSITIVE BUT UNCLASSIFIED INFORMATION REQUIRING PROTECTION AGAINST UNAUTHORIZED DISCLOSURE. THE ATTACHED MATERIALS WILL BE HANDLED AND SAFEGUARDED IN ACCORDANCE WITH DHS MANAGEMENT DIRECTIVES GOVERNING PROTECTION AND DISSEMINATION OF SUCH INFORMATION.**

**AT A MINIMUM, THE ATTACHED MATERIALS WILL BE DISSEMINATED ONLY ON A "NEED-TO-KNOW" BASIS AND WHEN UNATTENDED, WILL BE STORED IN A LOCKED CONTAINER OR AREA OFFERING SUFFICIENT PROTECTION AGAINST THEFT, COMPROMISE, INADVERTENT ACCESS AND UNAUTHORIZED DISCLOSURE.**

# ATTACHMENT J-6

<b>DEPARTMENT OF DEFENSE</b> <b>CONTRACT SECURITY CLASSIFICATION SPECIFICATION</b> <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				<b>1. CLEARANCE AND SAFEGUARDING</b> a. FACILITY CLEARANCE REQUIRED <b>TOP SECRET</b> b. LEVEL OF SAFEGUARDING REQUIRED <b>NONE</b>	
<b>2. THIS SPECIFICATION IS FOR: (X and complete as applicable)</b>			<b>3. THIS SPECIFICATION IS: (X and complete as applicable)</b>		
<b>X</b>	a. PRIME CONTRACT NUMBER <b>HSHQDC-06-D-00044 HSHQDC-08-J-00108</b>		<b>X</b>	a. ORIGINAL (Complete date in all cases) Date (YYYYMMDD) <b>20080415</b>	
	b. SUBCONTRACT NUMBER			b. REVISED (Supersedes all previous specs)      Revision No.      Date (YYYYMMDD)	
	c. SOLICITATION OR OTHER NUMBER      Due Date (YYYYMMDD)			c. FINAL (Complete Item 5 in all cases)      Date (YYYYMMDD)	
<b>4. IS THIS A FOLLOW-ON CONTRACT?</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under <b>HSHQDC-06-D-00044 HSHQDC-07-J-00699</b> (Preceding Contract Number) is transferred to this follow-on contract.					
<b>5. IS THIS A FINAL DD FORM 254?</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the identified classified material is authorized for the period of _____					
<b>6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)</b>					
a. NAME, ADDRESS, AND ZIP CODE <b>CREATIVE COMPUTING SOLUTIONS INC</b> <b>1901 RESEARCH BOULEVARD</b> <b>SUITE 600</b> <b>ROCKVILLE, MD 20850-3292</b>		b. CAGE CODE <b>1FLJ6</b>	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) <b>Defense Security Service</b> <b>938 Elkridge Landing Road</b> <b>Suite 310</b> <b>Linthicum, MD 21090-2917</b>		
<b>7. SUBCONTRACTOR</b>					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)		
<b>8. ACTUAL PERFORMANCE</b>					
a. NAME, ADDRESS, AND ZIP CODE <b>Department of Homeland Security (DHS)</b> <b>Various locations within the greater Washington, DC metropolitan area</b>		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)		
<b>9. GENERAL IDENTIFICATION OF THE PROCUREMENT</b> <b>(U) PROVIDE PROGRAM MANAGEMENT SUPPORT AND OVERSIGHT FOR THE IT NOVA O&amp;M TO INCLUDE OVERSIGHT OF CURRENT AND FUTURE INFORMATION TECHNOLOGY INFRASTRUCTURE OPERATION REQUIREMENTS.</b>					
<b>10. THIS CONTRACT WILL REQUIRE ACCESS TO:</b>				<b>11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:</b>	
		YES	NO		
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION			X	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	
b. RESTRICTED DATA			X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	
d. FORMERLY RESTRICTED DATA			X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	
e. INTELLIGENCE INFORMATION:				e. PERFORM SERVICES ONLY	
(1) Sensitive Compartmented Information (SCI)		X		f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	
(2) Non-SCI		X		g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	
f. SPECIAL ACCESS INFORMATION			X	h. REQUIRE A COMSEC ACCOUNT	
g. NATO INFORMATION			X	i. HAVE TEMPEST REQUIREMENTS	
h. FOREIGN GOVERNMENT INFORMATION			X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	
i. LIMITED DISSEMINATION INFORMATION			X	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	
j. FOR OFFICIAL USE ONLY INFORMATION		X		l. OTHER (Specify) See Block #13.	
k. OTHER (Specify)			X		X

**12. PUBLIC RELEASE.** Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

Direct

Through (Specify):

**NONE AUTHORIZED. SCI WILL NOT BE RELEASED TO PUBLIC.**

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)\* for review. In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

**13. Security Guidance.** The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes: to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

**Reference Item 10(e) Personnel:** All contractor personnel assigned to this contract shall possess security clearances issued by the Defense Security Service (DSS) commensurate with the level of required access to classified information that is directly in support of this contract. Immigrant aliens, personnel cleared on an interim basis, or personnel holding contractor-generated Confidential clearances are not eligible for access to classified information released or generated under this contract. Contractor personnel who are specifically designated as requiring access to Sensitive Compartmented Information (SCI) must be eligible under the provisions of DCID 6/4 without exception. Personnel will be submitted for access by their DHS manager and verified by their Contract Technical Representative. If approved for access, they will receive an Indoctrination briefing by DHS security staff prior to being granted access to SCI. All personnel security reporting requirements of DCID 6/4 will be made directly to the DHS SSO. Prior to leaving this contract, personnel will be scheduled for debriefing with the DHS SSO or by calling (202) 282-8643.

**Note 10e (1): Access to all Sensitive Compartmented Information (SCI) will be at DHS facilities only.** For the purposes of this contract, the contractor is not authorized to process and/or store any classified information at contractor locations.

**14. ADDITIONAL SECURITY REQUIREMENTS.** Requirements identify the pertinent contracted clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
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**15. INSPECTIONS.** Elements of this contract are outside the inspection responsibility of the cognizant security office. (If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)

<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**"DHS/OS/SSPD CONCURS AND APPROVES THE "NEED-TO-KNOW" AT THE SCI LEVEL"**

*Jose Salazar*

**"Clearances: Access to Intelligence information requires a final US**

**Government clearance. Subcontracting: Subcontracting requires prior approval of the GCA.**

**Briefings: Special briefings and procedures are required.**

**16. CERTIFICATION AND SIGNATURE.** Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

<b>a. TYPED NAME OF CERTIFYING OFFICIAL</b> JOSE J. SALAZAR, <a href="mailto:Jose.Salazar1@dhs.gov">Jose.Salazar1@dhs.gov</a>	<b>b. TITLE</b> Program Manager Industrial Security Branch	<b>c. TELEPHONE (include Area Code)</b> (202) 447-5346
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**d. ADDRESS (include Zip Code)**  
Department of Homeland Security  
301 7<sup>th</sup> & D Street S.W.  
Washington D.C. 20528

<b>17. REQUIRED DISTRIBUTION</b>	
<input checked="" type="checkbox"/>	a. CONTRACTOR
<input type="checkbox"/>	b. SUBCONTRACTOR
<input checked="" type="checkbox"/>	c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR
<input type="checkbox"/>	d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION
<input checked="" type="checkbox"/>	e. ADMINISTRATIVE CONTRACTING OFFICER
<input type="checkbox"/>	f. OTHERS AS NECESSARY

**e. SIGNATURE**  
*Jose Salazar*

### **CONTINUATION ITEM 13**

**CREATIVE COMPUTING SOLUTIONS INC, 1901 RESEARCH BOULEVARD, SUITE 600,  
ROCKVILLE, MD 20850-3292 CAGE: 1FLJ6 Contract # HSHQDC-06-D-00044 HSHQDC-08-J-00108**

a. All SCI will be handled in accordance with special security requirements, which will be furnished by the designated responsible special security office (SSO).

b. SCI will not be released to contractor employees without specific release approval of the originator of the material as outlined in governing directives; based on prior approval and certification of "need-to-know" by the designated contractor.

c. All Contractor personnel requiring access to SCI as part of this contract effort must be approved and indoctrinated by DHS. Requests for Access will be submitted by the government project manager who can validate the justification for access.

d. Inquiries pertaining to classification guidance on SCI will be directed to the Special Security Officer (SSO).

e. SCI furnished in support of this contract remains the property of the Department of Homeland Security (DHS), agency, or component originator. Upon completion or cancellation of the contract, SCI furnished will be returned to the direct custody of the supporting SSO, or destroyed IAW instructions outlined by the Contract Officer.

f. Visits by contractor employees will only be certified by DHS when such visits are conducted as part of the contract effort.

**Reference Item 10 j:** "The Contractor is responsible for handling and marking FOUO information in accordance with DHS Directive (MD 11042.1) "Safeguarding Sensitive but Unclassified (For Official Use Only) Information," dated January 6, 2005; Furthermore contractors must sign a special Non-Disclosure Agreement before receiving access to unclassified FOUO information. Contractors with questions on handling DHS FOUO shall contact DHS OS ASD at (202) 447-5340."

- **Reference Item 11a:** Contract performance for all SCI work is restricted to DHS Government buildings located in and around the metropolitan area of Washington, D.C., and at other locations in the metropolitan area of Wash DC. Contractor is authorized safeguarding and will be required to generate and receive classified up to Top Secret at the address indicated in Item 6 a., b, under the cognizance of DSS. All contractor personnel must be U.S. citizens, have been granted a final security clearance by the U.S. Government, have been approved as meeting suitability criteria by DHS CSO, and have been indoctrinated by a Non Disclosure Agreement, Standard Form 312 for this specific program prior to being given any access to such information released or generated under this contract. Immigrant aliens, personnel cleared on an interim basis, or personnel holding contractor granted CONFIDENTIAL clearances, are not eligible for access to classified information released or generated under this contract without the express permission of the CSO through the DHS Personnel Division (DHS/PSD). The contractor and the Contracting Officer Technical Representative or other delegated representative will revalidate all SCI staffing requirements under the contract with the CSO annually or when a revised DD Form 254 is issued, whichever is sooner.
- SCI WILL NOT BE RELEASED TO PUBLIC.**

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> OFFEROR TO COMPLETE BLOCKS 12, 17, 21, 24, & 30		1. REQUISITION NUMBER RUIO-08-00119	PAGE OF 1
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2. CONTRACT NO. HSHQDC-06-D-00044	3. AWARD EFFECTIVE DATE 04/11/2008	4. ORDER NUMBER HSHQDC-08-J-00108	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
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7. FOR SOLICITATION INFORMATION CALL:	8. NAME Erik Stephenson	9. TELEPHONE NUMBER (No collect calls) 202-447-(b)(2)	10. OFFER DUE DATE/LOCAL TIME
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11. ISSUED BY U.S. Dept. of Homeland Security Office of Procurement Operations Information Tech. Acquisition Div. 245 Murray Lane, SW Building 410 Washington DC 20528	CODE DHS/OPO/ITAC	10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE	% FOR: <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> (M)
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11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE	12. DISCOUNT TERMS Net 30	<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	13b. RATING	14. METHOD OF SOLICITATION <input type="checkbox"/> IFB <input type="checkbox"/> RFP
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15. DELIVER TO Department of Homeland Security 245 Murray Lane Bldg. 410 Washington DC 20528	CODE DHS	16. ADMINISTERED BY Department of Homeland Security Office of Procurement Ops. (ITAC) 245 Murray Drive Bldg. 410 Washington DC 20528	CODE DHS/OPO/ITAC
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17a. CONTRACTOR/OFFEROR CREATIVE COMPUTING SOLUTIONS INC 1901 RESEARCH BOULEVARD SUITE 600 ROCKVILLE MD 208503292	CODE 0051930370000	FACILITY CODE	18a. PAYMENT WILL BE MADE BY Department of Homeland Security Departmental Operations Branch Room 3621 245 Murray Lane, SW Building 410 Washington DC 20528	CODE DHS-MANAGEMENT
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TELEPHONE NO.  
 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED  SEE ADDENDUM

18. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: 005193037+0000 The contractor shall provide Program Management Office (PMO) support services to the Department of Homeland Security (DHS) OCIO Headquarters, Information Technology Services Office (ITSO), through this Task Order under the Enterprise Acquisition Gateway for Leading Edge Solutions (EAGLE) Information Technology Support Services Contract. The contractor shall perform PMO activities such as the management, operational and technical controls associated with Program <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>				

25. ACCOUNTING AND APPROPRIATION DATA See schedule	26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$19,503,655.00
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27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-6 ARE ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED

27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT REF. \_\_\_\_\_ OFFER DATED \_\_\_\_\_ YOUR OFFER ON SOLICITATION (BLOCK 9), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR <i>Diane K. Whitmoyer</i>	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>(b)(6)</i>
30b. NAME AND TITLE OF SIGNER (Type or print) Diane K. Whitmoyer, Contracts	31b. NAME OF CONTRACTING OFFICER (Type or print) Constance Fortune
30c. DATE SIGNED 18 APR 2008	31c. DATE SIGNED 4/18/2008

19 ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	<p>Management and Security.</p> <p>Contact Information:                      ( b(6) ), Contract Specialist                      ( b(2) b(6) )</p> <p>Constance Fortune, Contracting Officer                      ( b(2) b(6) )</p> <p>( b(6) ) Lead COTR                      ( b(2) b(6) )</p> <p>Mark For:                      Department of Homeland Security                      Office of Procurement Operations                      245 Murray Lane                      Bldg. 410                      Washington DC 20528</p> <p>Headquarters Service Division (HSD) Program                      Managment Office Support                      Award Type: Time-and-materials</p> <p>Accounting Info:                      ( b(2) )                      ( b(2) )</p> <p>-86 -FY2008                      Funded: ( b(4) )                      Period of Performance: 04/12/2008 to 12/31/2008</p> <p>Continued ...</p>				( b(4) )

32a. QUANTITY IN COLUMN 21 HAS BEEN  RECEIVED  INSPECTED  NOTED. ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED.

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32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_ 32c. DATE \_\_\_\_\_ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

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33. SHIP NUMBER \_\_\_\_\_ 34. VOUCHER NUMBER \_\_\_\_\_ 35. AMOUNT VERIFIED CORRECT FOR \_\_\_\_\_ 36. PAYMENT  COMPLETE  PARTIAL  FINAL 37. CHECK NUMBER \_\_\_\_\_

PARTIAL  FINAL

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38. S/R ACCOUNT NUMBER \_\_\_\_\_ 39. S/R VOUCHER NUMBER \_\_\_\_\_ 40. PAID BY \_\_\_\_\_

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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT \_\_\_\_\_ 42a. RECEIVED BY (Print) \_\_\_\_\_

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER \_\_\_\_\_ 41c. DATE \_\_\_\_\_ 42b. RECEIVED AT (Location) \_\_\_\_\_

42c. DATE REC'D (YY/MM/DD) \_\_\_\_\_ 42d. TOTAL CONTAINERS \_\_\_\_\_

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSHQDC-06-D-00044/HSHQDC-08-J-00108

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NAME OF OFFEROR OR CONTRACTOR  
 CREATIVE COMPUTING SOLUTIONS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0002	HSD Task Order Control Office Costs (TOCO) Award Type: Time-and-materials  Accounting Info: ( b(2) ) 86 FY2008 Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
0003	HSD Program Managment Office Support Other Direct Costs (ODCs) Award Type: Time-and-materials  Accounting Info: ( b(2) ) 86 FY2008 Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
0004	Enterprise Service Division (ESD) Program Office Support Award Type: Time-and-materials  Accounting Info: ( b(2) ) Funded ( b(4) ) Accounting Info: ( b(2) ) ( b(2) ) Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
0005	ESD TOCO Costs Award Type: Time-and-materials  Accounting Info: ( b(2) ) ( b(2) ) Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
0006	ESD Program Managment Office Support Other Direct Costs Award Type: Time-and-materials Continued ...				( b(4) )

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSHQDC-06-D-00044/HSHQDC-08-J-00108

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NAME OF OFFEROR OR CONTRACTOR  
 CREATIVE COMPUTING SOLUTIONS INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ( b(2) ) Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				
0007	ESD AWS Program Office Support Award Type: Time-and-materials  Accounting Info: ( b(2) ) Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
0008	ESD AWS Other Direct Costs Award Type: Time-and-materials  Accounting Info: ( b(2) ) Funded: ( b(4) ) Period of Performance: 04/12/2008 to 12/31/2008				( b(4) )
1001	ITSO Program Office Support - Option Period 1 Sub clins will be established at the exercising of the option Award Type: Time-and-materials Amount: ( b(4) ) (Option Line Item) Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Period of Performance: 01/01/2009 to 12/31/2009				( b(4) )
2001	ITSO Program Office Support - Option Period 2 Sub clins will be established at the exercising of the option Award Type: Time-and-materials Amount: ( b(4) ) (Option Line Item) Product/Service Code: D302 Product/Service Description: ADP SYSTEMS DEVELOPMENT SERVICES Period of Performance: 01/01/2010 to 12/31/2010				( b(4) )
3001	ITSO Program Office Support - Option Period 3 Sub clins will be established at the exercising Continued ...				( b(4) )



NAME OF OFFEROR OR CONTRACTOR  
**CREATIVE COMPUTING SOLUTIONS INC**

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
4001	<p>of the option            Award Type: Time-and-materials            Amount: ( b(4) ) (Option Line Item)            Product/Service Code: D302            Product/Service Description: ADP SYSTEMS            DEVELOPMENT SERVICES            Period of Performance: 01/01/2011 to 12/31/2011</p> <p>ITSO Program Office Support - Option Period 4            Sub clins will be established at the exercising            of the option            Award Type: Time-and-materials            Amount: ( b(4) ) (Option Line Item)            Product/Service Code: D302            Product/Service Description: ADP SYSTEMS            DEVELOPMENT SERVICES            Period of Performance: 01/01/2012 to 12/31/2012</p> <p>The total amount of award: \$137,458,704.60. The            obligation for this award is shown in box 26.</p>				(b(4))

**IT-NOVA Program Management Office (PMO)  
Execution**

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**IT-NOVA Program Management Office (PMO)  
Execution**

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PART I - THE SCHEDULE

SECTION B—SUPPLIES AND SERVICES AND PRICES/COSTS

**B.1 General**

IT-NOVA Program Management Office (PMO) Execution is a Time and Materials task order as defined at Federal Acquisition Regulations Subpart 16.601.

**B.2 Period of Performance**

The term for the IT-NOVA PMO Execution is for nine (9) months from the date of task order award, with four (4) one year option periods.

The base period of performance for this task order is April 12, 2008 through December 31, 2008. The task order option periods of performance are listed below:

<u>Period</u>	<u>Start Date</u>	<u>End Date</u>
Option 1	January 1, 2009	December 31, 2009
Option 2	January 1, 2010	December 31, 2010
Option 3	January 1, 2011	December 31, 2011
Option 4	January 1, 2012	December 31, 2012

**B.3 Task Order Pricing**

**B.3.1 Time and Material Labor**

All work is priced in accordance with the labor categories and labor rates set forth in the EAGLE contract HSHQDC-06-D-00044.

(a) Labor. Labor Category Table (Attachment J-1) for IT-NOVA PMO Execution sets forth fully-loaded hourly rates for each skill classification. The fully-burdened labor rates include all direct, indirect, general and administrative costs, and profit associated with providing the required skill for performance at specified Government sites.

(b) Government Site Rates. When performing at Government sites, the Government will provide only office space, furniture, and office equipment and supplies, as described in Section C herein.

(c) Other Direct Costs (ODCs). During the life of the task order, the Government may order Other Direct Costs (ODCs) in an amount not to exceed ( b(4) ) for the 4 year 9 month performance period. ODCs shall not exceed ( b(4) ) per term. ODCs shall be reimbursed. ODCs consist of materials, subcontractor (other than labor) and task order-related travel costs, i.e., relocation and temporary duty (TDY) to include travel, lodging and meals. The EAGLE approved ODC mark-up percentages are indicated in the Labor Rate Table (Section B-4). All travel costs associated with this task order, if applicable, shall be in accordance with the Federal Travel Regulations (see Section G).

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**B.4 LABOR RATE TABLE - PMO EXECUTION**

Fixed loaded labor rates shall include all direct labor costs, indirect costs, overhead, general and administrative (G&A) expenses, and profit.

DESCRIPTION	RATE
IT-NOVA PMO Execution	Not to Exceed ( b(4) )
Travel Markup Percentage	(b(4))
Materials or Subcontracts Markup Percentage	(b(4))

**(End of Section B)**

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**SECTION C—DESCRIPTION/SPECIFICATIONS/PERFORMANCE WORK STATEMENT**

**C.1 PERFORMANCE WORK STATEMENT**

See Attachment J-2, Section J for the Performance Work Statement for the IT-NOVA PMO Execution requirements.

**(End of Section C)**

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**SECTION D—PACKAGING AND MARKING**

**D.1 PACKAGING AND MARKING**

The EAGLE contract clause D.1 – *Packing, Packaging, Marking and Storage of Equipment* is incorporated by reference and has the same force and effect as if it were restated in this task order.

**D.2 MARKINGS**

The EAGLE contract clause D.2 – *Markings* is incorporated by reference and has the same force and effect as if it were restated in this task order.

**(End of Section D)**



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**SECTION E—INSPECTION AND ACCEPTANCE**

**E.1 GENERAL**

This section sets forth requirements for inspection and acceptance of all equipment, systems, and services acquired under the task order and installed/performed by the Contractor. It establishes inspection and acceptance testing requirements that must be met before any systems, equipment or services, ordered under this contract are accepted by the Government. This section also applies to all replacement systems and equipment, substitute equipment, or other individual items of equipment ordered throughout the term of the task order.

**E.2 CLAUSES INCORPORATED BY REFERENCE**

This task order, as applicable, incorporates by reference one or more clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting officer will make their full text available. Also, the full text can be accessed electronically at this internet address: <http://farsite.hill.af.mil>. The full text of the HSAM clause can be accessed electronically at this internet address: <https://dhsonline.dhs.gov/portal/jhtml/dc/sf.jhtml?doid=45071>.

<b>FAR Clause No.</b>	<b>Title</b>	<b>Date</b>
52.246-6	Inspection of Services – Time and Material or Labor-Hour	May 2001
<b>HSAM Clause No.</b>	<b>Title</b>	<b>Date</b>
3046.672	Inspection, Acceptance and Receiving Report	December 2006

**E.3 INSPECTION AND ACCEPTANCE**

(a) Inspection and acceptance of all work and services performed under this task order will be in accordance with the FAR and HSAM clauses incorporated in Section E.2, *Clauses Incorporated by Reference* as applicable.

(b) The task order Contracting Officer Technical Representative (TO COTR) for this task order is responsible for inspection and acceptance of all services, including deliverables as specified in Section C of this task order.

(c) Final acceptance of all deliverables and/or services performed as specified under this task order will be made in writing, at destination by the TO COTR.

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**E.4 SCOPE OF INSPECTION**

(a) All deliverables will be inspected for content, completeness, and accuracy and conformance to task order requirements by the TO COTR. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in Section C. The scope and nature of this testing will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables and services.

(b) The government requires a period not to exceed ten (10) business days after receipt of services and final deliverable items for inspection and acceptance or rejection unless otherwise specified in Section C.

**E.5 ACCEPTANCE CRITERIA**

Certification by the Government of satisfactory services provided is contingent upon the Contractor performing in accordance with the terms and conditions herein and of Section C, and all amendments of this task order.

**E.6 BASIS OF ACCEPTANCE**

(a) The basis for acceptance shall be in compliance with the requirements set forth in the task order Section C, the Contractor's proposal, the Contractor's EAGLE contract and other terms and conditions of this task order. Services and/or deliverable items rejected shall be corrected in accordance with the applicable clauses.

(b) Commercial and non-developmental hardware items, software items, pre-packaged solutions, and maintenance and support solutions will be accepted within ten (10) business days of delivery when performance is in accordance with delivery requirements.

(c) Custom services and cost reimbursable items such as travel and ODCs will be accepted upon receipt of proper documentation as specified in Section H.13 for Travel and/or Section C. If custom services are required such as software development, the final acceptance of the services or product, e.g., software program will occur when all discrepancies, errors or other deficiencies identified in writing by the government have been resolved, either through documentation updates, program correction, or other mutually agreeable methods.

(d) Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the government have been corrected.

(e) Non-conforming products or services will be rejected. Unless otherwise agreed by the parties, deficiencies will be corrected within 10 business days of the rejection notice. If

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the deficiencies cannot be corrected within the specified period, the Contractor will immediately notify the task order Contracting Officer of the reason for the delay and provide a proposed corrective action plan within ten (10) business days.

**E.7 REVIEW OF DELIVERABLES**

(a) The government will provide written acceptance, comments and/or change requests, if any, within ten (10) business days from receipt by the Government of the initial deliverable, as indicated in Section C.

(b) Upon receipt of the Government comments, the Contractor shall have ten (10) business days to incorporate the government's comments and/or change requests and to resubmit the deliverable in its final form.

(c) If written acceptance, comments and/or change requests are not issued by the Government within 10 business days of submission, the draft deliverable shall be deemed acceptable as written and the Contractor may proceed with the submission of the final deliverable product.

**E.8 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The Government shall provide written notification of acceptance or rejection of all final deliverables within ten (10) business days. Absent written notification, final deliverables will be construed as accepted. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

**(End of Section E)**

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**SECTION F—DELIVERIES OR PERFORMANCE**

**F.1 TASK ORDER TERM**

The term of the IT-NOVA PMO Execution task order is for nine (9) months from date of task order award, with four (4) one-year option periods.

**F.2 OPTION TO EXTEND SERVICES (FAR 52.217-8) (NOV 1999)**

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

**F.3 OPTION TO EXTEND THE TASK ORDER TERM (FAR 52.217-9) (Mar 2000)**

(a) The Government may extend the term of this task order by written notice to the Contractor at any time within the term of the EAGLE contract, provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the task order expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed sixty (57) months.

**F.4 PLACE OF PERFORMANCE**

The contractor shall perform the IT-NOVA PMO Execution Section C requirements at the location specified below and at such other locations as may be specified in writing by the task order Contracting Officer.

Department of Homeland Security  
301 7<sup>th</sup> & D Streets, S.W.  
Washington, DC 20526

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**F.5 DELIVERY OF REPORTS**

Unless otherwise specified, all reports shall be addressed to the TO COTR marked with the task order number, to the attention of the appropriate TO COTR recipient or as specified by the Contracting Officer.

**(End of Section F)**

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**SECTION G—CONTRACT ADMINISTRATION DATA**

**G.1 TO CONTRACTING OFFICER (CO)**

The task order Contracting Officer is the only person authorized to make any changes, approve any changes in the requirements of this task order, obligate funds and authorize the expenditure of funds, and notwithstanding any provisions contained elsewhere in this task order, the said authority remains solely in the task order Contracting Officer. In the event, the contractor makes any changes at the direction of any person other than the task order Contracting Officer, the change will be considered to have been without authority and no adjustment will be made in the task order price to cover any increase in costs occurred as a result thereof. It is incumbent on the Contractor to make sure that this requirement is enforced, or work performed will be performed at the Contractor's own risk.

The following Contracting Officer is assigned to this task order:

NAME:	Constance D. Fortune
PHONE NO.:	(202) 447(b(2))
EMAIL:	(b(2) b(6) )

The following Contract Specialist is assigned to this task order:

NAME:	( b(6) )
PHONE NO.:	(202) 447 (b(2))
EMAIL:	( b(2) b(6) )

**G.2 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)**

**G.2.1 COTR (HSAR 3052.242-72) (DEC 2003)**

The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the task order such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after task order award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the task order.

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**G.2.2 COTR Designation**

The task order Contracting Officer hereby designates the individuals named below as the Contract Officer's Technical Representatives. Such designations shall specify the scope and limitations of the authority so delegated. Jean Gannon is hereby designated as the Lead COTR. A Sub-COTR to provide oversight for the Headquarters Services Division shall be appointed later.

LEAD COTR

NAME: ( b(4) )  
PHONE NO.: 202-447( b(2) )  
E-MAIL: ( b(2) b(6) )

**G.2.3 Changes in COTR Designation**

The task order COTR may be changed at any time by the Government without prior notice to the Contractor. Notification of the change, including the name and phone number of the successor COTR, will be promptly provided to the Contractor by the task order Contracting Officer in writing.

**G.3 ACCOUNTABILITY OF COSTS/SEGREGATION OF TASKS**

All costs incurred by the Contractor under this task order shall be segregated by task. The Contractor shall, therefore, establish separate job order accounts and numbers for each task and shall record all incurred costs in the appropriate job order account assigned each task.

**G.4 INVOICE REQUIREMENTS**

**G.4.1 Payment under Time-and-Materials and Labor-Hour Contracts  
(FAR 52.232-7) (FEB 2007)**

The Government will pay the Contractor as follows upon the submission of vouchers approved by the Contracting Officer or the authorized representative:

(a) *Hourly rate.*

(1) *Hourly rate* means the rate(s) prescribed in the contract for payment for labor that meets the labor category qualifications of a labor category specified in the contract that are—

- (i) Performed by the Contractor;
- (ii) Performed by the subcontractors; or
- (iii) Transferred between divisions, subsidiaries, or affiliates of the Contractor under a common control.

(2) The amounts shall be computed by multiplying the appropriate hourly rates prescribed in the Schedule by the number of direct labor hours performed.

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(3) The hourly rates shall be paid for all labor performed on the contract that meets the labor qualifications specified in the contract. Labor hours incurred to perform tasks for which labor qualifications were specified in the contract will not be paid to the extent the work is performed by employees that do not meet the qualifications specified in the contract, unless specifically authorized by the Contracting Officer.

(4) The hourly rates shall include wages, indirect costs, general and administrative expense, and profit. Fractional parts of an hour shall be payable on a prorated basis.

(5) Vouchers may be submitted electronically once each month (or at more frequent intervals, if approved by the Contracting Officer), to the Contracting Officer or authorized representative. The Contractor shall substantiate vouchers (including any subcontractor hours reimbursed at the hourly rate in the schedule) by evidence of actual payment and by—

- (i) Individual daily job timekeeping records- accessible to the COTR electronically;
- (ii) Records that verify the employees meet the qualifications for the labor categories specified in the contract; or
- (iii) Other substantiation approved by the Contracting Officer.

(6) Promptly after receipt of each substantiated voucher, the Government shall, except as otherwise provided in this contract, and subject to the terms of paragraph (e) of this clause, pay the voucher as approved by the Contracting Officer or authorized representative.

(7) Unless otherwise prescribed in the Schedule, the Contracting Officer may unilaterally issue a contract modification requiring the Contractor to withhold amounts from its billings until a reserve is set aside in an amount that the Contracting Officer considers necessary to protect the Government's interests. The Contracting Officer may require a withhold of 5 percent of the amounts due under paragraph (a) of this clause, but the total amount withheld for the contract shall not exceed \$50,000. The amounts withheld shall be retained until the Contractor executes and delivers the release required by paragraph (g) of this clause.

(8) Unless the Schedule prescribes otherwise, the hourly rates in the Schedule shall not be varied by virtue of the Contractor having performed work on an overtime basis. If no overtime rates are provided in the Schedule and overtime work is approved in advance by the Contracting Officer, overtime rates shall be negotiated. Failure to agree upon these overtime rates shall be treated as a dispute under the Disputes clause of this contract. If the Schedule provides rates for overtime, the premium portion of those rates will be reimbursable only to the extent the overtime is approved by the Contracting Officer.

(b) *Materials*.

(1) or the purposes of this clause—

(i) *Direct materials* means those materials that enter directly into the end product, or that are used or consumed directly in connection with the furnishing of the end product or service.

(ii) *Materials* means—

(A) Direct materials, including supplies transferred between divisions, subsidiaries, or affiliates of the Contractor under a common control;

(B) Subcontracts for supplies and incidental services for which there is not a labor category specified in the contract;



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- (C) Other direct costs (*e.g.*, incidental services for which there is not a labor category specified in the contract, travel, computer usage charges, etc.); and
- (D) Applicable indirect costs.

(2) If the Contractor furnishes its own materials that meet the definition of a commercial item at 2.101, the price to be paid for such materials shall not exceed the Contractor's established catalog or market price, adjusted to reflect the—

- (i) Quantities being acquired; and
- (ii) Actual cost of any modifications necessary because of contract requirements.

(3) Except as provided for in paragraph (b)(2) of this clause, the Government will reimburse the Contractor for allowable cost of materials provided the Contractor—

- (i) Has made payments for materials in accordance with the terms and conditions of the agreement or invoice; or
- (ii) Ordinarily makes these payments within 30 days of the submission of the Contractor's payment request to the Government and such payment is in accordance with the terms and conditions of the agreement or invoice.

(4) Payment for materials is subject to the Allowable Cost and Payment clause of this contract. The Contracting Officer will determine allowable costs of materials in accordance with Subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this contract.

(5) The Contractor may include allocable indirect costs and other direct costs to the extent they are—

- (i) Comprised only of costs that are clearly excluded from the hourly rate;
- (ii) Allocated in accordance with the Contractor's written or established accounting practices; and
- (iii) Indirect costs are not applied to subcontracts that are paid at the hourly rates.

(6) To the extent able, the Contractor shall—

- (i) Obtain materials at the most advantageous prices available with due regard to securing prompt delivery of satisfactory materials; and
- (ii) Take all cash and trade discounts, rebates, allowances, credits, salvage, commissions, and other benefits. When unable to take advantage of the benefits, the Contractor shall promptly notify the Contracting Officer and give the reasons. The Contractor shall give credit to the Government for cash and trade discounts, rebates, scrap, commissions, and other amounts that have accrued to the benefit of the Contractor, or would have accrued except for the fault or neglect of the Contractor. The Contractor shall not deduct from gross costs the benefits lost without fault or neglect on the part of the Contractor, or lost through fault of the Government.

(7) Except as provided for in 31.205-26(e) and (f), the Government will not pay profit or fee to the prime Contractor on materials.

(c) If the Contractor enters into any subcontract that requires consent under the clause at 52.244-2, Subcontracts, without obtaining such consent, the Government is not required to reimburse the Contractor for any costs incurred under the subcontract prior to the date the Contractor obtains the required consent. Any reimbursement of subcontract costs incurred prior to the date the consent was obtained shall be at the sole discretion of the Government.

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(d) *Total cost.* It is estimated that the total cost to the Government for the performance of this contract shall not exceed the ceiling price set forth in the Schedule, and the Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within such ceiling price. If at any time the Contractor has reason to believe that the hourly rate payments and material costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation. If at any time during performing this contract, the Contractor has reason to believe that the total price to the Government for performing this contract will be substantially greater or less than the then stated ceiling price, the Contractor shall so notify the Contracting Officer, giving a revised estimate of the total price for performing this contract, with supporting reasons and documentation. If at any time during performing this contract, the Government has reason to believe that the work to be required in performing this contract will be substantially greater or less than the stated ceiling price, the Contracting Officer will so advise the Contractor, giving the then revised estimate of the total amount of effort to be required under the contract.

(e) *Ceiling price.* The Government will not be obligated to pay the Contractor any amount in excess of the ceiling price in the Schedule, and the Contractor shall not be obligated to continue performance if to do so would exceed the ceiling price set forth in the Schedule, unless and until the Contracting Officer notifies the Contractor in writing that the ceiling price has been increased and specifies in the notice a revised ceiling that shall constitute the ceiling price for performance under this contract. When and to the extent that the ceiling price set forth in the Schedule has been increased, any hours expended and material costs incurred by the Contractor in excess of the ceiling price before the increase shall be allowable to the same extent as if the hours expended and material costs had been incurred after the increase in the ceiling price.

(f) *Audit.* At any time before final payment under this contract, the Contracting Officer may request audit of the vouchers and supporting documentation. Each payment previously made shall be subject to reduction to the extent of amounts, on preceding vouchers, that are found by the Contracting Officer or authorized representative not to have been properly payable and shall also be subject to reduction for overpayments or to increase for underpayments. Upon receipt and approval of the voucher designated by the Contractor as the "completion voucher" and supporting documentation, and upon compliance by the Contractor with all terms of this contract (including, without limitation, terms relating to patents and the terms of paragraph (g) of this clause), the Government shall promptly pay any balance due the Contractor. The completion voucher, and supporting documentation, shall be submitted by the Contractor as promptly as practicable following completion of the work under this contract, but in no event later than 1 year (or such longer period as the Contracting Officer may approve in writing) from the date of completion.

(g) *Assignment and Release of Claims.* The Contractor, and each assignee under an assignment entered into under this contract and in effect at the time of final payment under this contract, shall execute and deliver, at the time of and as a condition precedent to final payment under this

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contract, a release discharging the Government, its officers, agents, and employees of and from all liabilities, obligations, and claims arising out of or under this contract, subject only to the following exceptions:

(1) Specified claims in stated amounts, or in estimated amounts if the amounts are not susceptible of exact statement by the Contractor.

(2) Claims, together with reasonable incidental expenses, based upon the liabilities of the Contractor to third parties arising out of performing this contract, that are not known to the Contractor on the date of the execution of the release, and of which the Contractor gives notice in writing to the Contracting Officer not more than 6 years after the date of the release or the date of any notice to the Contractor that the Government is prepared to make final payment, whichever is earlier.

(3) Claims for reimbursement of costs (other than expenses of the Contractor by reason of its indemnification of the Government against patent liability), including reasonable incidental expenses, incurred by the Contractor under the terms of this contract relating to patents.

*(h) Interim payments on contracts for other than services.*

(1) Interim payments made prior to the final payment under the contract are contract financing payments. Contract financing payments are not subject to the interest penalty provisions of the Prompt Payment Act.

(2) The designated payment office will make interim payments for contract financing on the not applicable day after the designated billing office receives a proper payment request. In the event that the Government requires an audit or other review of a specific payment request to ensure compliance with the terms and conditions of the contract, the designated payment office is not compelled to make payment by the specified due date.

*(i) Interim payments on contracts for services.* For interim payments made prior to the final payment under this contract, the Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

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**G.4.2 Invoice Approval**

It is the responsibility of the Contracting Officer's Technical Representative to ensure that all services/products have been delivered by the Contractor prior to invoice acceptance and payment. The Contractor shall submit all invoices in accordance with the address listed in section G.5.

**G.4.3 Invoice Attachments**

A separate invoice should be provided each month for the support billed to DHS. In addition, a fully completed Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal, shall accompany each separate contractor invoice. Invoice content requirements are outlined in Table G-1 below. Each separate contractor invoice shall be accompanied by a cover sheet with the dollar amount billed, the cumulative dollar amount billed to date and the balance remaining for the task order. The contractor shall prepare and submit individual vouchers to DHS using the same criteria employed to obligate funding on the task order. The invoice shall have a valid Material Inspection and Receiving Report (Attachment J-3, DHS 700-21) signed by an authorized DHS government representative for all materials contained in the invoice. A copy of each signed DHS 700-21 shall be sent to the designated Contracting Officer's Technical Representative authorized to evaluate contractual obligations on behalf of DHS.

**G.4.4 Material Order Status Report**

A report of all material/labor billed to DHS is required each month to track outstanding equipment in the "field" or residing at DHS HQ. The report shall include a status of the DHS 700-21, a Government Point-of-Contact (POC), the equipment delivery location, equipment operational location, cost of each unit, lease duration/useful life, date of acquisition, type of equipment, system capabilities/specifications, and the bureau the equipment is supporting. The data must be provided in an application that is consistent with DHS approved software, preferably Microsoft Excel or Microsoft Access format.

**G.4.5 Invoice Requirements**

A detailed list of invoice requirements is included in Table G-1 below. The list provides DHS required data elements for all invoices as well as individual requirements by a specific type of invoice (i.e. T&M or FFP). Details and format of invoices shall be consistent with structure specified by Contracting Officer's Technical Representative.

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Invoice Requirements—Table G-1

All invoices submitted to DHS shall include:	Time and Materials invoices shall (additionally) include:	Firm Fixed Price invoices shall (additionally) include:
1. Vendor Name	1. Labor Categories	1. Cost per period
2. Invoice Number	2. Contractors Name	2. Number of Periods
3. Invoice Date	3. Number of Hours and FTE Billed	3. Site location of Deliverables
4. Date of Service/Equipment Provided	4. Cost per Hour for Each Consultant	4. Description of Billed Services/Equipment
5. Payment/Vendor Address, Telephone Number, Other Contact Information	5. Cost per Period for Each Labor Category	5. Contract Line Item Number (CLIN)/PWS for each CLIN, if applicable
6. Contract Month	6. Site Location of Deliverables	6. Total Other Direct Costs
7. Fiscal Year	7. Contract Line Item Number (CLIN)/ PWS for each Labor Category	
8. Payment Due Date	8. Description of Equipment	
9. Contract Number	9. Unit Cost of Equipment)	
10. Task order Number	10. Quantity	
11. Work Order Number (if applicable)	11. Total Direct Labor Charges	
12. DHS Functional/Budget Code/Accounting Data	12. Total Other Direct Costs	
13. Cumulative Value to Date	13. Subtotal per Deliverable	
14. Total Amount Invoiced		
15. Vendor Point-of-Contact		
16. DHS Point-of-Contact		
17. Grand Total per Invoice		
18. Page Numbers		
19. Shipping and payment terms		

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**G.5 ELECTRONIC INVOICE SUBMISSION**

Electronic invoices must be submitted to:  
[www.DOB-Invoice@DHS.GOV](mailto:www.DOB-Invoice@DHS.GOV) within thirty (30) days of services rendered.

Payment will be disbursed by:  
U.S. Department of Homeland Security  
Dallas Finance Center  
P.O. Box 561547  
Dallas, TX 75356-1547

**(END OF SECTION G)**

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**SECTION H—SPECIAL TASK ORDER REQUIREMENTS**

**H.1 GENERAL**

The Contractor shall comply with the terms and conditions of the EAGLE contract.

**H.2 TYPE OF TASK ORDER**

This is a Time and Materials (T&M) type Task order as defined in FAR Subpart 16.601.

**H.3 SUBCONTRACTING**

(a) The Contractor may add or delete subcontractors without the express written consent of the Government. Although the Contractor has the ability to add or delete Subcontractors without express written consent of the task order Contracting Officer, in accordance with FAR 52.244-2 – Subcontracts, if the Contractor does not have an approved purchasing system, the Contractor shall obtain written task order level Contracting Officer consent prior to subcontracting under a:

- (1) Cost-reimbursement, T&M or labor hour type contract; or
- (2) Firm fixed price contract that exceeds \$75 million.

In such instances, task order level Contracting Officer approval must be received prior to subcontracting. Any new T&M Subcontractor approved for addition to the task order shall be reimbursed via the labor rates set forth in Section B. No addition or adjustments will be made to account for added Subcontractors.

In accordance with FAR 52.244-2, the task order Contracting Officer consents and hereby approves Creative Computing Solutions, Inc. proposed subcontractors:

( b(4) )

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**H.4 FAIR OPPORTUNITY FOR FUTURE TASK ORDER COMPETITION**

Fair opportunity competitions will be conducted for future task orders unless an exception is allowed in accordance with the Fair Opportunity exceptions under FAR 16.505, Ordering. For task orders with a value expected to exceed \$3,000, the FAR 16.505 statutory exceptions consist of:

- (i) The agency need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays.
- (ii) Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized.
- (iii) The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order.
- (iv) It is necessary to place an order to satisfy a minimum guarantee.

**H.5 INTERRELATIONSHIP OF ASSOCIATE CONTRACTORS**

DHS may enter into contractual agreements with other contractors (i.e., “Associate Contractors”) in order to provide information technology requirements separate from the work to be performed under this task order, yet having links and interfaces to this task order. The Contractor may be required to coordinate with other such contractor(s) through the task order Contracting Officer and/or designated representative in providing suitable, non-conflicting technical and/or management interfaces and in avoidance of duplication of effort. Information on deliverables provided under separate contracts/task orders may, at the discretion of the DHS and/or other Government agencies, be provided to such other contractor(s) for the purpose of such work.

Where the contractor and an associate contractor fail to agree upon action to be taken in connection with their respective responsibilities, each contractor shall bring the matter(s) to the attention of the task order Contracting Officer and/or designated representative, and furnish the contractor’s recommendations for a solution within two business days. The contractor shall not be relieved of its obligations to make timely deliveries or be entitled to any other adjustment because of failure of the contractor and its associate to promptly refer matters to the task order Contracting Officer or because of failure to implement task order Contracting Officer directions.

Compliance with this Special Contract Requirement is included in the task order price and shall not be a basis for equitable adjustment.



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**H.6 NON-PERSONAL SERVICES**

In accordance with FAR Subpart 7.5, Inherently Governmental Functions, no personal services shall be performed under this task order. No Contractor employee will be directly supervised by a Government employee. All individual contractor employee assignments, and daily work direction, shall be given by the applicable employee supervisor. If the Contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any Contractor employee, the Contractor shall promptly notify the Contracting Officer of this communication or action.

The Contractor shall not perform any inherently governmental actions as defined by FAR Subpart 7.5. No Contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No Contractor employee shall state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications with third parties in connection with this task order, Contractor employees shall identify themselves as Contractor employees and specify the name of the company for which they work. In all communications with other Government contractors in connection with this task order, the Contractor employee shall state that they have no authority to in any way change the task order and that if the other contractor believes this communication to be a direction to change their task order, they should notify the Contracting Officer for the task order and not carry out the direction until a clarification has been issued by the Contracting Officer.

The Contractor shall ensure that all of its employees working on this task order are informed of the substance of this clause. Nothing in this clause shall limit the Government's rights in any way under any other provision of the task order, including those related to the Government's right to inspect and accept the services to be performed under this task order. The substance of this clause shall be included in all subcontracts at any tier.

**H.7 QUALIFICATIONS OF EMPLOYEES**

The Contracting Officer may require dismissal from work those employees which he/she deems incompetent, careless, insubordinate, unsuitable or otherwise objectionable, or whose continued employment he/she deems contrary to the public interest or inconsistent with the best interest of national security. The Contractor shall fill out, and cause each of its employees on the task order work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor's employees shall be fingerprinted. Each employee of the Contractor shall be a citizen of the United States of America.

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**H.8 PERSONNEL ACCESS**

All Contractor personnel requiring access to Government sites will be subject to the security clearance procedures set forth in Attachment J-4, Implementing Instructions for Compliance with HSAR clause 3052.204-71, "Contractor Employee Access" and Section C.

**H.9 NON-DISCLOSURE AGREEMENTS**

Non-Disclosure Agreements are required to be signed by all Contractor personnel when their role requires them to come into contact with Government procurement sensitive information, other sensitive information, or proprietary business information from other contractors (e.g., cost data, plans, and strategies). The recipient certifies in writing that they will take the necessary steps to prevent the unauthorized disclosure and use of information. The Contractor shall maintain the file of the signed Non-Disclosure Agreements which will be made available to the Government upon request.

**H.10 DHS REQUIREMENTS AND DUTIES FOR HANDLING SENSITIVE SECURITY INFORMATION (SSI)**

For the purposes of this task order, all information that the DHS provides or causes to be provided to the Contractor as SSI in connection with its duties under the task order shall be compliant with DHS policies and procedures for safeguarding sensitive but unclassified information. Additional information is available in Attachment J-5, DHS Management Directive 11042.1, "Safeguarding Sensitive but Unclassified Information." This requirement shall be applicable to all subcontracts on the task order. The procedures and safeguards for Disclosure of Information "Official Use Only" must be in accordance with section H.12 and H.13 of the EAGLE contract.

**H.11 DHS DATA PROTECTED BY THE PRIVACY ACT**

Data collected under this task order that pertains to individuals will belong solely to the Government and the Contractor shall have no property rights to this data whatsoever. In addition, information pertaining to individuals gathered under any resulting contract shall only be disclosed in accordance with the terms of the Privacy Act, 5 U.S.C.552a.

**H.12 ORDER OF PRECEDENCE**

The labor categories and rates stated in the Contractor's price proposal dated April 4, 2008, as revised April 14, 2008 are hereby incorporated into the task order as Attachment J-1. Any inconsistency in this task order with the Government's requirements and the Contractor's proposal shall be resolved by giving precedence in the following order:

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ORDER OF PRECEDENCE—UNIFORM CONTRACT FORMAT (OCT 1997) (DEVIATION)

Any inconsistency in this task order shall be resolved by giving precedence in the following order:

- (a) The Schedule (Section B)
- (b) Representations and other instructions (Section K)
- (c) Contract clauses (Sections H and I)
- (d) Other documents, exhibits, and attachments
- (e) The specifications (Section C)

Changes in scope to the Contractor's proposal shall be incorporated by modification to the task order.

**H.13 TRAVEL AND PER DIEM**

(a) Contractor personnel may be required to travel to support the requirements of this task order. Long distance and local travel will be required in the Continental United States (CONUS). For those tasks requiring travel, the Contractor shall submit estimated travel requirements to the Contracting Officer's Technical Representative (COTR) to obtain advance, written approval for the travel about to be conducted. The Contractor shall obtain advanced written approval for travel from the COTR prior to making specific travel arrangements. The Contractor's request for travel shall be in writing and contain the dates, locations and estimated costs of the travel.

(b) If any travel arrangements cause additional costs to the task order that exceed those previously negotiated, written approval by change order issued by the Contracting Officer is required, prior to undertaking such travel.

(c) The Contractor is expected to have a facility within the Washington, DC metropolitan area. Local travel reimbursement within a 50-mile radius from the contractor's facility or the Contractor's assigned duty station is not authorized. This includes travel, subsistence, and associated labor charges for travel time. Travel performed for personal convenience or daily travel to and from work at the Contractor's facility or local Government facility (i.e., designated work site) shall not be reimbursed hereunder. Travel, subsistence, and associated labor charges for travel time for travel beyond a 50-mile radius of the Contractor's facility or assigned duty station are authorized; However, all travel outside the Washington, DC metropolitan area must be previously approved by the COTR.

(d) The Contractor shall, to the maximum extent practicable, minimize overall travel costs by taking advantage of discounted airfare rates available through advance purchase.

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Charges associated with itinerary changes and cancellation under nonrefundable airline tickets are reimbursable as long as the changes are driven by the work requirement. Costs associated with Contractor travel shall be in accordance with FAR Part 31.205-46, Travel Costs and applicable Federal Travel Regulation. No travel will be reimbursed without prior approval from the COTR.

**H.14 PURCHASE AGENT AUTHORITY**

The Contracting Officer may issue the Contractor a purchase agent authorization to use Government supply sources or other Government-issued contract vehicles in the performance of this task order. Title to all property acquired by the Contractor under such an authorization shall vest in the Government unless otherwise specified in the contract. Such property shall be considered Government Property.

**H.15 GOVERNMENT-FURNISHED FACILITIES AND EQUIPMENT**

DHS will provide administrative supplies and onsite office facilities for Contractor support personnel, to include, but not limited to, a workspace, workstation, desk, and phone. Dedicated DHS-provided laptops(s) and telephone(s) will be provided for the HQ support personnel. The contractor shall use the Government-furnished facilities and equipment only in connection with this task order.

**(END OF SECTION H)**

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**PART II – TASK ORDER CLAUSES**

**SECTION I – TASK ORDER CLAUSES**

**I.1 FAR CLAUSES INCORPORATED BY REFERENCE  
(FAR 52.252-2) (FEB 1998)**

This task order incorporates one or more clauses by reference from the EAGLE contract section I.1, with the same force and effect as if it were restated in this task order. Upon request, the TO Contracting Officer will make their full text available. Also, the full text may be accessed electronically at the Internet address: <http://www.farsite.hill.af.mil>.

**I.2 HSAR CLAUSES INCORPORATED BY REFERENCE**

This task order, as applicable, incorporates by reference one or more clauses listed below with the same force and effect as if they were given in full text. Also, the full text may be accessed electronically at the Internet address: <http://www.farsite.hill.mil/HSAR>.

<b>HSAR Clause No.</b>	<b>Title</b>	<b>Date</b>
3052.204-70	Security Requirements for Unclassified information technology Resources	JUN 2006
3052.204-71	Contractor Employee Access	JUN 2006
3052.222-71	Strikes or Picketing Affecting Access to a DHS Facility	DEC 2003
3052.223-70	Removal or Disposal of Hazardous Substance-Applicable Licenses and Permits	JUN 2006
3052.228-70	Insurance	DEC 2003
3052.242-72	Contracting Officer's Technical Representative	DEC 2003
3052.245-70	Government Property Reports	JUN 2006

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**I.3 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL  
(FAR 52.204-9) (SEP 2007)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, as amended, and Federal Information Processing Standards Publication (FIPS PUB) Number 201, as amended.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

**I.4 CONTINUITY OF SERVICES (FAR 52.237-3) (JAN 1991)**

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

(1) Furnish training; and

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

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

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

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

**I.5 OFFICIALS NOT TO BENEFIT**

No member of or delegate to Congress, or resident commissioner, shall be admitted to any share or part of this contract, or to any benefit arising from it. However, this clause does not apply to this contract to the extent that this contract is made with a corporation for the corporation's general benefit.

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**I.6 WHISTLEBLOWER PROTECTION FOR CONTRACTOR EMPLOYEES**

The contractor agrees not to discharge, demote or otherwise discriminate against an employee as a reprisal for disclosing information to a Member of Congress, or an authorized official of an agency or of the Department of Justice, relating to a violation of law related to this contract (including the competition for or negotiation of a contract). Definitions: (1) "Authorized official of the agency" means an employee responsible for contracting, program management, audit, inspection, investigation, or enforcement of any law or regulation relating to DHS procurement or the subject matter of the contract. (2) "Authorized official of the Department of Justice" means any person responsible for the investigation, enforcement, or prosecution of any law or regulation.

**I.7 NOTICE OF DELAY**

If the Contractor becomes unable to complete the task order work at the time(s) specified because of technical difficulties, notwithstanding the exercise of good faith and diligent efforts in the performance of the work called for hereunder, the Contractor shall give the Contracting Officer written notice of the anticipated delay and the reasons therefore. Such notice and reasons shall be delivered promptly after the condition creating the anticipated delay becomes known to the Contractor, but in no event less than forty-five (45) days before the completion date specified in this task order, unless otherwise directed by the Contracting Officer. When the notice is required, the Contracting Officer may extend the time specified in the Schedule for the period determined in the best interest of the Government.

**I.8 STOP WORK (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either—

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make

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an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if—

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**I.9 KEY PERSONNEL (HSAR 3052.215-70) (DEC 2003)**

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

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

The Key Personnel under this task order are listed below.

IT-NOVA PMO Key Personnel						
Company	Last name	First name	Middle name	Position	Labor Category	ORG
				b(4)		



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				b(4)		

I.9.1 All substitutes must have at least equal qualifications to those of the individual being replaced or as defined in the EAGLE contract.

I.9.2 All appointments of key personnel shall be approved by the Contracting Officer, and no substitutions of such personnel shall be made without the advance written approval of the Contracting Officer.

I.9.3 Except as provided otherwise in this clause, at least thirty (30) days (sixty (60) days if security clearance is required) in advance of the proposed substitution, all proposed substitutions of key management personnel must be submitted in writing to the Contracting Officer, including the information required otherwise in this provision.

I.9.4 Request for substitution of key management personnel must provide a detailed explanation of the circumstances necessitating substitution, a resume of the proposed substitute, and any other information requested by the Contracting Officer to make a determination as to the appropriateness of the proposed substitute's qualifications. All resumes shall be signed by the proposed substitute and his/her formal direct supervisor or higher authority.

I.9.5 The Contracting Officer shall promptly notify the Contractor in writing of his/her approval or disapproval of all requests for substitution of key management personnel. All disapprovals will require resubmission of another substitution by the Contractor within fifteen (15) days.

**I.10 SECURITY CLAUSE REQUIREMENTS (FAR 52.204-2) (AUG 1996)**

(a) This clause applies to the extent that this contract involves access to information classified "Confidential," "Secret," or "Top Secret."

(b) The Contractor shall comply with—

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**I.12 DISSEMINATION OF CONTRACT INFORMATION (HSAR 3052.242-71)  
(DEC 2003)**

The Contractor shall not publish, permit to be published, or distribute for public consumption, any information, oral or written, concerning the results or conclusions made pursuant to the performance of this contract, without the prior written consent of the Contracting Officer. An electronic or printed copy of any material proposed to be published or distributed shall be submitted to the Contracting Officer.

**I.13 PROTECTING THE GOVERNMENT'S INTEREST WHEN  
SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR  
PROPOSED FOR DEBARMENT (FAR 52.209-6) (SEP 2006)**

(a) The Government suspends or debar Contractors to protect the Government's interests. The Contractor shall not enter into any subcontract in excess of \$30,000 with a Contractor that is debarred, suspended, or proposed for debarment unless there is a compelling reason to do so.

(b) The Contractor shall require each proposed first-tier subcontractor, whose subcontract will exceed \$30,000, to disclose to the Contractor, in writing, whether as of the time of award of the subcontract, the subcontractor, or its principals, is or is not debarred, suspended, or proposed for debarment by the Federal Government.

(c) A corporate officer or a designee of the Contractor shall notify the Contracting Officer, in writing, before entering into a subcontract with a party that is debarred, suspended, or proposed for debarment (see FAR 9.404 for information on the Excluded Parties List System). The notice must include the following:

(1) The name of the subcontractor.

(2) The Contractor's knowledge of the reasons for the subcontractor being in the Excluded Parties List System.

(3) The compelling reason(s) for doing business with the subcontractor notwithstanding its inclusion in the Excluded Parties List System.

(4) The systems and procedures the Contractor has established to ensure that it is fully protecting the Government's interests when dealing with such subcontractor in view of the specific basis for the party's debarment, suspension, or proposed debarment.

**I.14 ORGANIZATIONAL CONFLICT OF INTEREST (HSAR 3052.209-72) (JUN  
2006)**

(a) Determination. The Government has determined that this effort may result in an actual or potential conflict of interest, or may provide one or more offerors with the potential to attain an unfair competitive advantage. The nature of the conflict of interest and the limitation on future contracting is described below.

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- (1) The Security Agreement (DD Form 441), including the *National Industrial Security Program Operating Manual* (DOD 5220.22-M); and
- (2) Any revisions to that manual, notice of which has been furnished to the Contractor.
- (c) If, subsequent to the date of this contract, the security classification or 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.
- (d) 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.

**I.11 LIMITATION OF FUTURE CONTRACTING (HSAR 52.209-73) (JUN 2006)**

- (a) The Contracting Officer has determined that this acquisition may give rise to a potential organizational conflict of interest. Accordingly, the attention of prospective offerors is invited to FAR Subpart 9.5--Organizational Conflicts of Interest.
- (b) The nature of this conflict is described in Section I.14.
- (c) The restrictions upon future contracting are as follows:
  - (1) If the Contractor, under the terms of this contract, or through the performance of tasks pursuant to this contract, is required to develop specifications or statements of work that are to be incorporated into a solicitation, the Contractor shall be ineligible to perform the work described in that solicitation as a prime or first-tier subcontractor under an ensuing DHS contract. This restriction shall remain in effect for a reasonable time, as agreed to by the Contracting Officer and the Contractor, sufficient to avoid unfair competitive advantage or potential bias (this time shall in no case be less than the duration of the initial production contract). DHS shall not unilaterally require the Contractor to prepare such specifications or statements of work under this contract.
  - (2) To the extent that the work under this contract requires access to proprietary, business confidential, or financial data of other companies, and as long as these data remain proprietary or confidential, the Contractor shall protect these data from unauthorized use and disclosure and agrees not to use them to compete with those other companies.

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The contractor, under the terms of this task order, or through the performance of the Performance Work Statement/Section C made a part of this task order, is neither obligated nor expected to deliver or provide material or perform support service work, which will place the contractor in an organizational conflict of interest, which could serve as a basis for excluding the contractor from supplying products or services to the Department of Homeland Security. Further, during the course of this task order, the Contracting Officer will not knowingly unilaterally direct the contractor to perform work, in contravention of the above understanding. The contractor is required to provide information regarding any situation in which the potential for an organizational conflict of interest exists. However, if the Contracting Officer discerns the potential for an organizational conflict of interest prior to the execution of any task or amendment thereto, the Contracting Officer shall notify the contractor per FAR 9.5, and the parties shall mutually take action to resolve any potential organizational conflict of interest. For the purposes of this clause, an organizational conflict of interest is understood to include tasking which involves the preparation of a complete specification of services or materials leading directly and predictably to competitive procurement(s).

(b) If any such conflict of interest is found to exist, the Contracting Officer may (1) disqualify the offeror, or (2) determine that it is otherwise in the best interest of the United States to contract with the offeror and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded. After discussion with the offeror, the Contracting Officer may determine that the actual conflict cannot be avoided, neutralized, mitigated or otherwise resolved to the satisfaction of the Government, and the offeror may be found ineligible for award.

(c) Disclosure: The offeror hereby represents, to the best of its knowledge that:

  X   (1) It is not aware of any facts which create any actual or potential organizational conflicts of interest relating to the award of this contract, or

       (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential organizational conflicts of interest, and has included a mitigation plan in accordance with paragraph (d) of this provision.

(d) Mitigation. If an offeror with a potential or actual conflict of interest or unfair competitive advantage believes the conflict can be avoided, neutralized, or mitigated, the offeror shall submit a mitigation plan to the Government for review. Award of a contract where an actual or potential conflict of interest exists shall not occur before Government approval of the mitigation plan. If a mitigation plan is approved, the restrictions of this provision do not apply to the extent defined in the mitigation plan.

(e) Other Relevant Information: In addition to the mitigation plan, the Contracting Officer may require further relevant information from the offeror. The Contracting Officer will use all information submitted by the offeror, and any other relevant information known to DHS, to

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determine whether an award to the offeror may take place, and whether the mitigation plan adequately neutralizes or mitigates the conflict.

(f) Corporation Change. The successful offeror shall inform the Contracting Officer within thirty (30) calendar days of the effective date of any corporate mergers, acquisitions, and/or divestures that may affect this provision.

(g) Flow-down. The contractor shall insert the substance of this clause in each first tier subcontract that exceeds the simplified acquisition threshold.

**(END OF SECTION I)**

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**PART II – PART III – LIST OF DOCUMENTS, EXHIBITS AND OTHER  
ATTACHMENTS**

**SECTION J – LIST OF ATTACHMENTS**

The following documents are available as Attachments J-1 through J-6.

Attachment J-1	CCSi Labor Category Table
Attachment J-2	Performance Work Statement – IT-NOVA PMO Execution
Attachment J-3	DHS Form 700-21
Attachment J-4	Implementing Instructions for Compliance with HSAR Clause 3052.204-71, “Contractor Employee Access”
Attachment J-5	DHS Management Directive 11042.1, “Safeguarding Sensitive But Unclassified Information”
Attachment J-6	DD Form 254, Contract Security Classification Specification

(END OF SECTION J)