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SOLICITATION/CONTRACT BIDDER/OFFEROR TO COMPLETE BLOCKS 11, 13, 15, 21, 22, & 27	1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)	RATING	PAGE OF	PAGES
			1	3

2. CONTRACT NO.	3. AWARD/ EFFECTIVE DATE	4. SOLICITATION NUMBER	5. SOLICITATION TYPE	6. SOLICITATION ISSUE DATE
		HSSCCG-11-R-00012	☐ SEALED BIDS (IFB) ☒ NEGOTIATED (RFP)	

7. ISSUED BY CODE CIS	8. THIS ACQUISITION IS
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403 NO COLLECT CALLS	☒ UNRESTRICTED OR ☐ SET ASIDE: % FOR: ☐ SMALL BUSINESS ☐ EMERGING SMALL BUSINESS ☐ HUBZONE SMALL BUSINESS ☐ SOLE SOURCE NAICS: 541513 SIZE STANDARD: $25.0 ☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS ☐ 8(A)

9. (AGENCY USE)

10. ITEMS TO BE PURCHASED (BRIEF DESCRIPTION)

☐ SUPPLIES ☒ SERVICES DRAFT TASK ORDER REQUEST FOR PROPOSAL

11. IF OFFER IS ACCEPTED BY THE GOVERNMENT WITHIN ____ CALENDAR DAYS (60 CALENDAR DAYS UNLESS OFFEROR INSERTS A DIFFERENT PERIOD) FROM THE DATE SET FORTH IN BLK 9 ABOVE, THE CONTRACTOR AGREES TO HOLD ITS OFFERED PRICES FIRM FOR THE ITEMS SOLICITED HEREIN AND TO ACCEPT ANY RESULTING CONTRACT SUBJECT TO THE TERMS AND CONDITIONS STATED HEREIN.	12. ADMINISTERED BY CODE CIS USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403
13. CONTRACTOR OFFEROR CODE ____ FACILITY CODE ____ TELEPHONE NO. DUNS NO. ☐ CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER	14. PAYMENT WILL BE MADE BY CODE ____ SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK:
15. PROMPT PAYMENT DISCOUNT	16. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION ☐ 10 U.S.C. 2304 ( ) ☐ 41 U.S.C. 253 ( )

17. ITEM NO.	18. SCHEDULE OF SUPPLIES/SERVICES	19. QUANTITY	20. UNIT	21. UNIT PRICE	22. AMOUNT
	THIS IS A DRAFT TASK ORDER REQUEST FOR PROPOSAL. This is for Sustainment Program Application Support (SPAS). This TORFP shall be priced on a Cost Plus Fixed Fee (CPFF) basis. DO/DPAS Rating: NONE FOB: Destination Continued ...				

23. ACCOUNTING AND APPROPRIATION DATA	24. TOTAL AWARD AMOUNT *(FOR GOVT. USE ONLY)*

25. 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 CONTINUATION SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.	26. AWARD OF CONTRACT: YOUR OFFER ON SOLICITATION NUMBER SHOWN IN BLOCK 4 INCLUDING ANY ADDITIONS OR ☐ CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:
27. SIGNATURE OF OFFEROR/CONTACTOR	28. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*

NAME AND TITLE OF SIGNER *(TYPE OR PRINT)*	DATE SIGNED	NAME OF CONTRACTING OFFICER	DATE SIGNED
		Ned R. Ross	

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

STANDARD FORM 1447 (REV. 3/2005)
Prescribed by GSA - FAR (48 CFR) 53.214(d)

NO RESPONSE FOR REASONS CHECKED

	CANNOT COMPLY WITH SPECIFICATIONS		CANNOT MEET DELIVERY REQUIREMENT
	UNABLE TO IDENTIFY THE ITEM(S)		DO NOT REGULARLY MANUFACTURE OR SELL THE TYPE OF ITEMS INVOLVED
	OTHER (Specify)		
	WE DO		WE DO NOT, DESIRE TO BE RETAINED ON THE MAILING LIST FOR FUTURE PROCUREMENT OF THE TYPE OF ITEM(S) INVOLVED

NAME AND ADDRESS OF FIRM *(Include ZIP Code)*	SIGNATURE
	TYPE OR PRINT NAME AND TITLE OF SIGNER

FROM:

AFFIX STAMP HERE

TO:

CIS
USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

SOLICITATION NO. HSSCCG-11-R-00012

DATE AND LOCAL TIME _____

STANDARD FORM1447 (REV. 3/2005) BACK

(A) ITEM NO.	(B) SUPPLIES/SERVICES	(C) QUANTITY	(D) UNIT	(E) UNIT PRICE	(F) AMOUNT
	Transition Period of Performance 4/8/2011 thru 7/7/2011				
0001	Base Period - Transition Services (3 Months)	3	MO		
	Base Period of Performance 7/8/2011 thru 4/7/2012				
0002	Base Period - Full Performance (9 months)	12	MO		
	Option 1 Period of Performance 4/8/2012 thru 4/7/2013				
1001	Option Period 1 (12 months) (Option Line Item) 04/08/2012	12	MO		
	Option 2 Period of Performance 4/8/2013 thru 4/7/2014				
2001	Option Period 2 (12 months) (Option Line Item) 04/08/2013	12	MO		
	Option 3 Period of Performance 4/8/2014 thru 10/7/2014				
3001	Option Period 3 (6 months) (Option Line Item) 04/08/2014	6	MO		

CLIN	SPAS Applications By USCIS Business Unit	U / M	QTY
	TRANSITION (3 MONTHS)		
0001	**Transition (3 Months)**	LOT	1
	BASE YEAR CLINS (9 MONTHS)		
0002	**Application Support Centers (ROLL UP CLIN)**	ANNUM	1
0002aa	Biometrics Benefits Report System (BBSS)	ANNUM	1
0002ab	Customer Profile Management System (CPMS)	ANNUM	1
0002ac	Employment Applicant Submissions System (EASS)	ANNUM	1
0002ad	FD 258 Enterprise Edition (FD258 EE)	ANNUM	1
0002ae	Fingerprint Masthead Notification System (FMNS)	ANNUM	1
0002af	Scheduling and Notification of Applicants for Processing (SNAP)	ANNUM	1
0002ag	Site Profile System (SPS)	ANNUM	1
0002ah	Visa Services	ANNUM	1
0002ai	**Optional CLIN 20% increase for ASC Business Unit**	ANNUM	1
0003	**Customer Service Directorate (ROLL UP CLIN)**	ANNUM	1
0003aa	Customer Relationship Interface System (CRIS)	ANNUM	1
0003ab	Customer Management Information System (CMIS)	ANNUM	1
0003ac	National Customer Service Center (NCSC) Siebel	ANNUM	1
0003ad	**Optional CLIN 20% increase for CSD Business Unit**	ANNUM	1
0004	**Field Operations (ROLL UP CLIN)**	ANNUM	1
0004aa	Computer-Linked Application Information Management System 3 (CLAIMS 3)	ANNUM	1
0004ab	Computer-Linked Application Information Management System 4 (CLAIMS 4)	ANNUM	1
0004ac	FD 258 Mainframe Fingerprint Tracking System	ANNUM	1
0004ad	Interim Case Management Solution (ICMS)	ANNUM	1
0004ae	InfoPass	ANNUM	1
0004af	Reengineered Naturalization Casework System (RNACS)	ANNUM	1
0004ag	**Optional CLIN 20% increase for FO Business Unit**	ANNUM	1
0005	**Fraud Detection and National Security (ROLL UP CLIN)**	ANNUM	1
0005aa	Fraud Detection and National Security Data System (FDNS-DS)	ANNUM	1
0005ab	**Optional CLIN 20% increase for FDNS Business Unit**	ANNUM	1
0006	**Intake and Document Production (ROLL UP CLIN)**	ANNUM	1
0006aa	Electronic Filing (E-Filing)	ANNUM	1
0006ab	Integrated Card Production System (ICPS)	ANNUM	1
0006ac	**Optional CLIN 20% increase for IDP Business Unit**	ANNUM	1
0007	**Office of Communications (ROLL UP CLIN)**	ANNUM	1
0007aa	Customer Service Web Portal (CSWP)	ANNUM	1
0007ab	**Optional CLIN 20% increase for OFC Business Unit**	ANNUM	1
0008	**Office of Information Technology (ROLL UP CLIN)**	ANNUM	1
0008aa	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	ANNUM	1
0008ab	SAS	ANNUM	1
0008ac	BMC Remedy	ANNUM	1
0008ad	**Optional CLIN 20% increase for OIT Business Unit**	ANNUM	1
0009	**Records and Information Management Applications (ROLL UP CLIN)**	ANNUM	1
0009aa	Alien's Change of Address Card (AR-11)	ANNUM	1
0009ab	Central Index System (CIS)	ANNUM	1
0009ac	Enterprise Document Management System (EDMS)	ANNUM	1
0009ad	Electronic Reading Room Document Preparing Project (ERRDPP)	ANNUM	1
0009ae	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	ANNUM	1
0009af	Microfilm Digitization Application System (MiDAS)	ANNUM	1
0009ag	National File Tracking System (NFTS)	ANNUM	1
0009ah	Scan on Demand Application (SODA)	ANNUM	1
0009ai	**Optional CLIN 20% increase for RIM Business Unit**	ANNUM	1
0010	**Refugee, Asylum, & International Operations (ROLL UP CLIN)**	ANNUM	1
0010aa	Asylum Pre-Screening System (APSS)	ANNUM	1
0010ab	Refugees, Asylum and Parole System (RAPS)	ANNUM	1
0010ac	Parole Case Tracking System (PCTS)	ANNUM	1
0010ad	**Optional CLIN 20% increase for RAIO Business Unit**	ANNUM	1
0011	**Travel**	ANNUM	1
0012	**Contract Transition (3 month out-going IAW 52.237-3)**	ANNUM	1
00013	**Deliverables (various non-cost deliverables)**	LO	1
	OPTION YEAR 1 CLINS (12 MONTHS)		
1001	**Application Support Centers (ROLL UP CLIN)**	ANNUM	1
1001aa	Biometrics Benefits Report System (BBSS)	ANNUM	1
1001ab	Customer Profile Management System (CPMS)	ANNUM	1
1001ac	Employment Applicant Submissions System (EASS)	ANNUM	1
1001ad	FD 258 Enterprise Edition (FD258 EE)	ANNUM	1
1001ae	Fingerprint Masthead Notification System (FMNS)	ANNUM	1
1001af	Scheduling and Notification of Applicants for Processing (SNAP)	ANNUM	1
1001ag	Site Profile System (SPS)	ANNUM	1
1001ah	Visa Services	ANNUM	1
1001ai	**Optional CLIN 20% increase for ASC Business Unit**	ANNUM	1
1002	**Customer Service Directorate (ROLL UP CLIN)**	ANNUM	1
1002aa	Customer Relationship Interface System (CRIS)	ANNUM	1
1002ab	Customer Management Information System (CMIS)	ANNUM	1
1002ac	National Customer Service Center (NCSC) Siebel	ANNUM	1
1002ad	**Optional CLIN 20% increase for CSD Business Unit**	ANNUM	1
1003	**Field Operations (ROLL UP CLIN)**	ANNUM	1
1003aa	Computer-Linked Application Information Management System 3 (CLAIMS 3)	ANNUM	1
1003ab	Computer-Linked Application Information Management System 4 (CLAIMS 4)	ANNUM	1
1003ac	FD 258 Mainframe Fingerprint Tracking System	ANNUM	1
1003ad	Interim Case Management Solution (ICMS)	ANNUM	1
1003ae	InfoPass	ANNUM	1
1003af	Reengineered Naturalization Casework System (RNACS)	ANNUM	1
1003ag	**Optional CLIN 20% increase for FO Business Unit**	ANNUM	1
1004	**Fraud Detection and National Security (ROLL UP CLIN)**	ANNUM	1
1004aa	Fraud Detection and National Security Data System (FDNS-DS)	ANNUM	1
1004ab	**Optional CLIN 20% increase for FDNS Business Unit**	ANNUM	1
1005	**Intake and Document Production (ROLL UP CLIN)**	ANNUM	1
1005aa	Electronic Filing (E-Filing)	ANNUM	1
1005ab	Integrated Card Production System (ICPS)	ANNUM	1
1005ac	**Optional CLIN 20% increase for IDP Business Unit**	ANNUM	1
1006	**Office of Communications (ROLL UP CLIN)**	ANNUM	1
1006aa	Customer Service Web Portal (CSWP)	ANNUM	1
1006ab	**Optional CLIN 20% increase for OFC Business Unit**	ANNUM	1
1007	**Office of Information Technology (ROLL UP CLIN)**	ANNUM	1
1007aa	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	ANNUM	1
1007ab	SAS	ANNUM	1
1007ac	Remedy	ANNUM	1
1007ad	**Optional CLIN 20% increase for OIT Business Unit**	ANNUM	1

1009	**Records and Information Management Applications (ROLL UP CLIN)**	ANNUM	1
1009aa	Alien's Change of Address Card (AR-11)	ANNUM	1
1009ab	Central Index System (CIS)	ANNUM	1
1009ac	Enterprise Document Management System (EDMS)	ANNUM	1
1009ad	Electronic Reading Room Document Preparing Project (ERRDPP)	ANNUM	1
1009ae	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	ANNUM	1
1009af	Microfilm Digitization Application System (MiDAS)	ANNUM	1
1009ag	National File Tracking System (NFTS)	ANNUM	1
1009ah	Scan on Demand Application (SODA)	ANNUM	1
1009ai	**Optional CLIN 20% increase for RIM Business Unit**	ANNUM	1
1010	**Refugee, Asylum, & International Operations (ROLL UP CLIN)**	ANNUM	1
1010aa	Asylum Pre-Screening System (APSS)	ANNUM	1
1010ab	Refugees, Asylum and Parole System (RAPS)	ANNUM	1
1010ac	Parole Case Tracking System (PCTS)	ANNUM	1
1010ad	**Optional CLIN 20% increase for RAIO Business Unit**	ANNUM	1
1011	**Travel**	ANNUM	1
1012	**Contract Transition (3 month out-going IAW S2.237-3)**	ANNUM	1
1013	**Deliverables (various non-cost deliverables)**	LO	1
	OPTION YEAR 2 CLINS (12 MONTHS)		
2001	**Application Support Centers (ROLL UP CLIN)**	ANNUM	1
2001aa	Biometrics Benefits Report System (BBSS)	ANNUM	1
2001ab	Customer Profile Management System (CPMS)	ANNUM	1
2001ac	Employment Applicant Submissions System (EASS)	ANNUM	1
2001ad	FD 258 Enterprise Edition (FD258 EE)	ANNUM	1
2001ae	Fingerprint Masthead Notification System (FMNS)	ANNUM	1
2001af	Scheduling and Notification of Applicants for Processing (SNAP)	ANNUM	1
2001ag	Site Profile System (SPS)	ANNUM	1
2001ah	Visa Services	ANNUM	1
2001ai	**Optional CLIN 20% increase for ASC Business Unit**	ANNUM	1
2002	**Customer Service Directorate (ROLL UP CLIN)**	ANNUM	1
2002aa	Customer Relationship Interface System (CRIS)	ANNUM	1
2002ab	Customer Management Information System (CMIS)	ANNUM	1
2002ac	National Customer Service Center (NCSC) Siebel	ANNUM	1
2002ad	**Optional CLIN 20% increase for CSD Business Unit**	ANNUM	1
2003	**Field Operations (ROLL UP CLIN)**	ANNUM	1
2003aa	Computer-Linked Application Information Management System 3 (CLAIMS 3)	ANNUM	1
2003ab	Computer-Linked Application Information Management System 4 (CLAIMS 4)	ANNUM	1
2003ac	FD 258 Mainframe Fingerprint Tracking System	ANNUM	1
2003ad	Interim Case Management Solution (ICMS)	ANNUM	1
2003ae	InfoPass	ANNUM	1
2003af	Reengineered Naturalization Casework System (RNACS)	ANNUM	1
2003ag	**Optional CLIN 20% increase for FO Business Unit**	ANNUM	1
2004	**Fraud Detection and National Security (ROLL UP CLIN)**	ANNUM	1
2004aa	Fraud Detection and National Security Data System (FDNS-DS)	ANNUM	1
2004ab	**Optional CLIN 20% increase for FDNS Business Unit**	ANNUM	1
2005	**Intake and Document Production (ROLL UP CLIN)**	ANNUM	1
2005aa	Electronic Filing (E-Filing)	ANNUM	1
2005ab	Integrated Card Production System (ICPS)	ANNUM	1
2005ac	**Optional CLIN 20% increase for IDP Business Unit**	ANNUM	1
2006	**Office of Communications (ROLL UP CLIN)**	ANNUM	1
2006aa	Customer Service Web Portal (CSWP)	ANNUM	1
2006ab	**Optional CLIN 20% increase for OFC Business Unit**	ANNUM	1
2007	**Office of Information Technology (ROLL UP CLIN)**	ANNUM	1
2007aa	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	ANNUM	1
2007ab	SAS	ANNUM	1
2007ac	Remedy	ANNUM	1
2007ad	**Optional CLIN 20% increase for OIT Business Unit**	ANNUM	1
2009	**Records and Information Management Applications (ROLL UP CLIN)**	ANNUM	1
2009aa	Alien's Change of Address Card (AR-11)	ANNUM	1
2009ab	Central Index System (CIS)	ANNUM	1
2009ac	Enterprise Document Management System (EDMS)	ANNUM	1
2009ad	Electronic Reading Room Document Preparing Project (ERRDPP)	ANNUM	1
2009ae	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	ANNUM	1
2009af	Microfilm Digitization Application System (MiDAS)	ANNUM	1
2009ag	National File Tracking System (NFTS)	ANNUM	1
2009ah	Scan on Demand Application (SODA)	ANNUM	1
2009ai	**Optional CLIN 20% increase for RIM Business Unit**	ANNUM	1
2010	**Refugee, Asylum, & International Operations (ROLL UP CLIN)**	ANNUM	1
2010aa	Asylum Pre-Screening System (APSS)	ANNUM	1
2010ab	Refugees, Asylum and Parole System (RAPS)	ANNUM	1
2010ac	Parole Case Tracking System (PCTS)	ANNUM	1
2010ad	**Optional CLIN 20% increase for RAIO Business Unit**	ANNUM	1
2011	**Travel**	ANNUM	1
2012	**Contract Transition (3 month out-going IAW S2.237-3)**	ANNUM	1
2013	**Deliverables (various non-cost deliverables)**	LO	1
	OPTION YEAR 3 CLINS (6 MONTHS)		
3001	**Application Support Centers (ROLL UP CLIN)**	ANNUM	1
3001aa	Biometrics Benefits Report System (BBSS)	ANNUM	1
3001ab	Customer Profile Management System (CPMS)	ANNUM	1
3001ac	Employment Applicant Submissions System (EASS)	ANNUM	1
3001ad	FD 258 Enterprise Edition (FD258 EE)	ANNUM	1
3001ae	Fingerprint Masthead Notification System (FMNS)	ANNUM	1
3001af	Scheduling and Notification of Applicants for Processing (SNAP)	ANNUM	1
3001ag	Site Profile System (SPS)	ANNUM	1
3001ah	Visa Services	ANNUM	1
3001ai	**Optional CLIN 20% increase for ASC Business Unit**	ANNUM	1
3002	**Customer Service Directorate (ROLL UP CLIN)**	ANNUM	1
3002aa	Customer Relationship Interface System (CRIS)	ANNUM	1
3002ab	Customer Management Information System (CMIS)	ANNUM	1
3002ac	National Customer Service Center (NCSC) Siebel	ANNUM	1
3002ad	**Optional CLIN 20% increase for CSD Business Unit**	ANNUM	1
3003	**Field Operations (ROLL UP CLIN)**	ANNUM	1
3003aa	Computer-Linked Application Information Management System 3 (CLAIMS 3)	ANNUM	1
3003ab	Computer-Linked Application Information Management System 4 (CLAIMS 4)	ANNUM	1
3003ac	FD 258 Mainframe Fingerprint Tracking System	ANNUM	1
3003ad	Interim Case Management Solution (ICMS)	ANNUM	1
3003ae	InfoPass	ANNUM	1
3003af	Reengineered Naturalization Casework System (RNACS)	ANNUM	1
3003ag	**Optional CLIN 20% increase for FO Business Unit**	ANNUM	1
3004	**Fraud Detection and National Security (ROLL UP CLIN)**	ANNUM	1
3004aa	Fraud Detection and National Security Data System (FDNS-DS)	ANNUM	1

3004ab	**Optional CLIN 20% increase for FDNS Business Unit**	ANNUM	1
3005	**Intake and Document Production (ROLL UP CLIN)**	ANNUM	1
3005aa	Electronic Filing (E-Filing)	ANNUM	1
3005ab	Integrated Card Production System (ICPS)	ANNUM	1
3005ac	**Optional CLIN 20% increase for IDP Business Unit**	ANNUM	1
3006	**Office of Communications (ROLL UP CLIN)**	ANNUM	1
3006aa	Customer Service Web Portal (CSWP)	ANNUM	1
3006ab	**Optional CLIN 20% increase for OFC Business Unit**	ANNUM	1
3007	**Office of Information Technology (ROLL UP CLIN)**	ANNUM	1
3007aa	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	ANNUM	1
3007ab	SAS	ANNUM	1
3007ac	Remedy	ANNUM	1
3007ad	**Optional CLIN 20% increase for OIT Business Unit**	ANNUM	1
3009	**Records and Information Management Applications (ROLL UP CLIN)**	ANNUM	1
3009aa	Alien's Change of Address Card (AR-11)	ANNUM	1
3009ab	Central Index System (CIS)	ANNUM	1
3009ac	Enterprise Document Management System (EDMS)	ANNUM	1
3009ad	Electronic Reading Room Document Preparing Project (ERRDPP)	ANNUM	1
3009ae	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	ANNUM	1
3009af	Microfilm Digitization Application System (MiDAS)	ANNUM	1
3009ag	National File Tracking System (NFTS)	ANNUM	1
3009ah	Scan on Demand Application (SODA)	ANNUM	1
3009ai	**Optional CLIN 20% increase for RIM Business Unit**	ANNUM	1
3010	**Refugee, Asylum, & International Operations (ROLL UP CLIN)**	ANNUM	1
3010aa	Asylum Pre-Screening System (APSS)	ANNUM	1
3010ab	Refugees, Asylum and Parole System (RAPS)	ANNUM	1
3010ac	Parole Case Tracking System (PCTS)	ANNUM	1
3010ad	**Optional CLIN 20% increase for RAIO Business Unit**	ANNUM	1
3011	**Travel**	ANNUM	1
3012	**Contract Transition (3 month out-going IAW 52.237-3)**	LO	1
3013	**Deliverables (various non-cost deliverables)**	LO	1

SCHEDULE OF SERVICES

Alignment of SOW Sections to CLINs

For all CLINs & SLINs 0001 thru 0010ad, reference SOW Sections; 4.1, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2, 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5, 4.3, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, 4.3.8, 4.4, 4.4.1, 4.4.2, 4.4.3, 4.5.

Offeror's shall provide pricing in accordance with the attached schedule (excel file). The Contract Line Item Numbers (CLIN) and Sub-CLINS (SLINS) are provided for the base period and each option period. Proposals shall provide pricing for the base and all option periods in the schedule (excel file). **No pricing information shall be provided outside of the excel file. All pricing information shall be provided in an excel file which shall be attached to the Business Proposal.** Pricing information is requested this way to limit mathematical errors and/or discrepancies between the written business proposal and the pricing data in the excel file.

Workload Data has been provided within the SOW and is only for contractors to ascertain the estimated effort for some of the tasks under the SOW. However, this is not to be construed as either mandatory or necessarily the best technical approach; rather, the data is only offered as a reference to allow contractors to better understand the scope of some of the tasks from the perspective of some of the current Operations & Maintenance (O&M) services provided to USCIS. This solicitation incorporates a competitive environment to encourage competitors to develop and institute innovative and cost-effective methods of performing the work identified in Statement of Work.

The Government is seeking the best labor mix your company feels is appropriate to accomplish the requirements contained in this SOW that is consistent with your technical solution. This is a Cost Plus Fixed Fee Task Order (CPFF Completion); therefore, all CLINS and SLINS shall be priced accordingly. The CLINs for travel are a pool and shall not be priced. Offerors shall provide pricing information in the excel file provided, no pricing information shall be provided outside of the excel file. Other than cost or pricing data shall be provided in accordance with the Instructions to Offerors.

CLINS arranged by Business Area: CLINS are arranged by business area and each of the sections of the SOW applies to each of the CLINS by business area. (SOW Sections; 4.1, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2, 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5, 4.3, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, 4.3.8, 4.4, 4.4.1, 4.4.2, 4.4.3, 4.5.)

SLINS arranged by Application: The SLINS are arranged by application, which fall under the respective business area and each of the sections of the SOW applies to each of the SLINS. (SOW Sections; 4.1, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.2, 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5, 4.3, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 4.3.7, 4.3.8, 4.4, 4.4.1, 4.4.2, 4.4.3, 4.5.)

Transition CLINs and SLINs: Transition is an optional CLIN. Transition will be exercised only if an Offeror other than the incumbent is awarded the Task Order. Transition pricing will be excluded from the total evaluated price to ensure the incumbent contractor does not have a significant price advantage over other Offerors.

Optional Sub-CLIN Increase SLIN: Included in the Base Period and Option Periods are optional CLINS to increases services (20%) by business area. The optional increases are specific only to the period of performance of the option, not over the life of the Task Order. The Optional increases are to be used as a ceiling increase (maximum 20% increase by business area) and may be exercised multiple times in increments at the discretion of the Contracting Officer. There is a potential for significant changes outside the control of the Government; therefore, workload and staffing may need to increase under this Task Order. Consequently, each CLIN by business area has an optional Sub-CLIN that provides for a 20% growth for that business area.

Sub-CLIN optional increases will be done in increments and may be exercised at the discretion of the Contracting Officer. As with the option periods, optional Sub-CLINs will be part of the price evaluation and the Government is under no obligation to exercise any option line items. The Contracting Officer may exercise the sub-CLIN optional increases at any point during the Task Order period of performance by written notice to the Contractor.

Pricing: Pricing shall be provided (including other than cost and pricing data) in sufficient detail to determine if the Offeror's proposed solution is sufficient to complete the work. Certified cost and pricing data is not required. The proposal shall include the following totals, which shall include all option periods and optional CLINS and SLINS. **Pricing shall be provided in the excel file only, other than the pricing that is provided on the signed SF1447. No pricing information shall be contained in the written business proposal.** The Business Proposal shall contain a basis of estimate and information to support key areas that will be evaluated, including the items contained in the Weighted Guidelines form.

Period of Performance: Task Order performance periods are identified below. (Award is anticipated on or about April 8, 2011 with full performance anticipated on or about July 8, 2011). Full performance, after completion of transition tasks, shall not commence until a Notice to Proceed letter is issued by the Contracting Officer.

Transition Total (3mth)	$_____
Base Period Total (9mth)	$_____
Option Period 1 Total (12mth)	$_____
Option Period 2 Total (12mth)	$_____
Option Period 3 Total (6mth)	$_____
Total Task Order (42mth)	$_____

U.S. Citizenship and Immigration Services

Office of Information Technology (OIT)

Sustainment Program Application Support (SPAS)

Statement of Work

Procurement Sensitive – See FAR 3.104

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1. Background

The Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) processes applications and petitions for immigration and citizenship benefits, promotes an awareness and understanding of citizenship, and ensures the integrity of the United States immigration system. These functions and processes include employment authorization, asylum, resident alien processing, and citizenship naturalization. The USCIS Office of Information Technology (OIT) provides and supports information technology that automates the business workflows and processes information and data needed to manage the immigration and citizenship benefits.

The OIT has developed an acquisition strategy to consolidate technical support services that specialize in the sustainment of critical business applications after they have passed from the acquisition phase and into the operations & maintenance (O&M) phase. By specializing in O&M tasks, numerous USCIS applications in operation can take advantage of a single consistent repeatable O&M approach, which will decrease the overall cost of maintaining applications and reduce costs associated with procuring individual contracts for the performance of same or similar duties.

2. Scope

The USCIS OIT Sustainment Program Application Support (SPAS) effort will provide IT sustainment services to business and other units with existing IT systems and applications in the O&M phase. Applications requiring sustainment services run the gamut of technology implementations that span trends from the 1970s to the present. Support required within this task order includes ad-hoc reporting; systems administration; research and analysis; application user support; database administration; corrective, adaptive, and relevance maintenance; project management; requirements collection, definition, and management; design, configuration management; testing; deployment support; application decommissioning; security remediation; and transition.

The Contractor shall upgrade, modify, operate, and maintain the applications within the scope of this SOW. Applications include, but are not limited to, complex mission-critical mainframe systems with multiple interfaces both within and external to USCIS; systems built with unsupported versions of Visual Basic; systems in various phases of integration with Lockbox; a web-portal based on Vignette; Siebel-based applications in need of upgrade and Section 508 compliance; and applications using Microsoft Access, Pervasive, SQL, or Oracle databases.

The Contractor shall create and maintain IT solutions under the governance of the USCIS Systems Engineering Lifecycle (SELC), to include preparation and delivery of documentation in accordance with USCIS SELC. If USCIS issues updated version(s) to the USCIS SELC, then the Contractor shall adhere to the most recently published updated version so that all subsequent new products, deliverables and services shall follow the format, content, and direction specified in the most recently published updated version of the USCIS SELC, as applicable.

The USCIS has instituted a Transformation Program, whereby a solutions architect will redefine USCIS business processes and the technology that support those processes. Many of the

applications within the scope of the Statement of Work (SOW) will be impacted by the transformation effort. The exact impact is not known at this time. It is possible that some of the applications may be decommissioned, some may migrate to the new solution, some may change their data interfaces, some may remain as-is, and new applications may transition to the O&M phase.

It is also possible that Comprehensive Immigration Reform may be initiated. The exact impact of the reform, if initiated, is not known as this time. It is possible that applications within the scope of this SOW may be impacted. Maintenance actions needed to respond to the Transformation Program and/or Comprehensive Immigration Reform are considered adaptive maintenance, and are covered within the scope of this SOW.

2.1 Place of Performance

The principal place of performance shall be at the Contractor provided work site. The off-site Contractor facility shall be in close proximity to the USCIS facility at 111 Massachusetts Ave NW, Washington D.C (within D.C. metropolitan area). Meetings generally take place at USCIS offices in the Washington, D.C. Metropolitan Area, including, but not limited to 20 Massachusetts Avenue, N.W.; and 111 Massachusetts Avenue, N.W., Washington DC. The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security.

Travel outside of the Metropolitan Washington, DC area may be required. In the event travel is required, travel shall not be performed in connection with this Task Order without prior approval in writing (Email for the request and approval is acceptable) of the Contracting Officer Technical Representative (COTR). The Contractor shall be reimbursed for travel in accordance with the Joint Federal Travel Regulations (JFTR). Upon completion of travel, all documentation associated with the respective travel shall be submitted with the invoices. Local travel (within 50 miles) under this Task Order will not be reimbursed. Local travel is defined as travel from the Contractor's offices that are within 50 miles of the DHS/USCIS/OIT facilities at 111 Massachusetts Avenue, N.W., Washington DC.

2.2 Period of Performance

The USCIS SPAS Task Order period of performance includes a twelve month base period with option periods extending up to 42 months. The specific period of performance is in the Task Order schedule.

3. Objective

The OIT is fully committed to supporting the business missions of Program Offices and Directorates throughout USCIS by providing Operations and Maintenance services for the Business Unit applications. The Contractor shall maintain applications so that the following business unit objectives can be achieved:

- Improve delivery of naturalization and immigration services.
- Improve delivery of information to customers.
- Provide and maintain benefits background check processing.

- Improve card production services.
- Provide accurate statistics and reports related to examination activities.
- Provide a user database of examination program cases, actions, and events that can be shared by USCIS mission areas.
- Allow authorized users located throughout the U.S. to simultaneously access centralized database information and search, add, modify and print records.
- Improve the security hardening of the systems and processes supporting the delivery of citizenship and immigration services.
- The Contractor shall support the following OIT Sustainment Program objectives:
- Migrate the performance of all maintenance activities through OIT virtualized servers.
- Improve the ability of the Government to track and monitor the cost and schedule of releases through EVM and other project management reporting.
- Improve the capabilities to transition existing applications to the SPAS Contractor.
- Ensure adequate communication between the SPAS and Transformation Program Office (TPO) Contractors occurs to support TPO systems development efforts.

4. Task Descriptions

The capabilities specified in this section are general requirements that are applicable to all USCIS information technology applications indicated below. In addition to the mandatory applications referenced below, new applications may come on board as part of USCIS initiatives such as Immigration Reform, Transformation, or due to migration from initial investment and development to O&M status. The USCIS information technology applications, described in more detail in Appendix A, that shall be considered MANDATORY applications to be supported under the tasks in this SOW are as follows:

- Asylum Pre-Screening System (APSS)
- Alien Change of Address Card (AR-11)
- Biometrics Benefits Report System (BBSS)
- Computer Linked Automated Information Management System 3 (CLAIMS 3)
- Computer Linked Automated Information Management System 4 (CLAIMS 4)
- FD-258 Mainframe Fingerprint Tracking System
- FD-258 Enterprise Edition Fingerprint Tracking System
- Central Index System (CIS)
- Customer Management Information System (CMIS)
- Customer Relationship Information System (CRIS)
- Customer Profile Management System (CPMS)

- Customer Service Web Portal (CSWP)
- Electronic Reading Room Document Preparing Project (ERRDPP)
- Fraud Detection and National Security - Data System (FDNS-DS)
- Enterprise Document Management System (EDMS)
- Electronic Filing (E-Filing)
- Enterprise CIS Consolidated Operational Repository (eCISCOR)
- Employment Application Admissions System (EASS)
- Fingerprint Masthead Notification System (FMNS)
- FOIA/PA Information Processing System (FIPS)
- InfoPass
- Integrated Card Production System (ICPS), includes ICPS Print Services (ICPS-PS), National Production System, (NPS), NPS Web
- Interim Case Management Solution (ICMS)
- Microfilm Digitization Application System (MiDAS)
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel)
- National File Tracking System (NFTS)
- Parole Case Tracking System (PCTS)
- Reengineered Naturalization Casework System (RNACS)
- Refugee Asylum and Parole System (RAPS)
- Remedy
- SAS
- Scan On Demand Application (SODA)
- Scheduling and Notification of Applicants for Processing (SNAP)
- Site Profile System (SPS)
- Visa Services

4.1 Task One: Contractor Program Management

While USCIS will provide management oversight, it is the responsibility of the Contractor to manage all corporate resources and supervise all Contractor staff in the performance of all work on this contract. The Contractor shall assign a Program Manager to this task who will manage the day-to-day activities of the Contractor staff. The Contractor Program Manager is the member of the Contractor's management team who has responsibility for the actual accomplishment of the SOW requirements for this Task Order. The Program Manager shall organize; direct and coordinate planning and execution of all Task Order activities, and will

review the work of subordinates, including subcontractors, to ensure that the schedule, standards, and reporting responsibilities are met. The Program Manager shall integrate the Contractor's management and technical activities across the entire SPAS Task Order to ensure they are consistent. The Program Manager shall ensure that all work on this Task Order complies with terms and conditions and shall have access to contractor corporate senior leadership when necessary. The Contractor's Program Manager shall be the primary interface with the Contracting Officer (CO), COTR and SPAS Program Manager or designee(s). The Contractor's Program Manager shall attend monthly and weekly status meetings and ad hoc meetings as required (see Deliverables Schedule). The Contractor's Program Manager would not be involved in anything that would represent an Organizational Conflict of Interest.

4.1.1 Government Furnished Equipment Tracking

All hardware and software associated with each application that the Contractor supports within the scope of this SOW shall be identified, logged, tracked and made available to the Government on a 24x7 basis in a searchable format. Associated hardware includes servers, equipment, and peripherals (excluding cabling), for each application regardless of the physical location. Associated software includes COTS, custom software, and development and engineering tools for each application regardless of physical location.

The Contractor shall alert Government Information Technology Project Managers (IT PMs), who manage the individual applications within the scope of this SOW. When GFE maintenance agreements require renewal, the Contractor shall provide Government IT PMs the necessary information to enable Government IT PMs to submit acquisition packages to renew existing maintenance agreements and acquire new software and hardware. The Contractor shall provide specifications, and assist the IT PMs as needed in tracking the status of procurements.

The Contractor shall include in the monthly status reports timelines for GFE maintenance renewals and new GFE purchases associated with the applications within the scope of this SOW. Monthly report timelines shall include needed activities prior to submission and tracking activities after submission until the product arrives.

The Contractor shall coordinate with and provide information to Government inventory control personnel in support of annual inventories and other inventory control needs.

When tracking GFE, the Contractor shall provide the following information, as known:

- System
- Manufacturer
- Supplier
- Supplier POC information
- Purchase date
- Maintenance expiration date
- Type
- Quantity
- Description

- Cost of item
- Maintenance renewal cost
- Product ID/License key
- Customer Support/Service Identifier (CSI) Number
- Location

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, a method for tracking application GFE (along with the GFE inventory data) on a 24x7 basis that is searchable on the data fields provided above. A Government-accepted GFE tracking method shall be in place within 5 months of contract award.

4.1.2 Program Research and Analysis

Problems, issues, and opportunities impacting SPAS applications as a whole or multiple SPAS applications may be researched, analyzed, and reported. This task may include assessments of emerging technologies that have a program-wide impact on applications within this Task Order. At the Government's direction, the Contractor shall:

- Provide analysis of enterprise data requirements, whether for enterprise reporting standardization initiatives, data warehousing initiatives, or transformation initiatives.
- Investigate and evaluate technologies that have the potential to improve development, test, deployment or operations of applications.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to research and analysis reports and briefings.

4.1.3 Establish and Maintain Maintenance Environment

The Contractor shall provide the technical expertise and services needed to install, manage, control the configuration, and operate a maintenance environment that will be used for maintenance-related coding and Functional Qualification Testing (FQT) for applications within the scope of this SOW. Within USCIS the maintenance environment is also known as an engineering environment, which is segregated from the production environment. The USCIS engineering environment is where development of new code baselines and modifications to

existing code baselines takes place, as well as FQT. The USCIS production environment is where the operational systems reside. It is also where Systems Acceptance Tests (SAT) and User Acceptance Tests (UAT) take place.

The SPAS maintenance/engineering environment may be located at the Contractor site and/or external data centers. External data centers will have a segregated network specially designed for development and test activities, which the Contractor may be required to access remotely in order to satisfy the maintenance tasks in this SOW. Remote access is currently achieved through Citrix servers and the use of XenDesktop. The Contractor shall install, manage, and control configurations at both the contractor's site and remote engineering environments, to include remote virtual environments.

Where use of the remote engineering capabilities are not appropriate, the Contractor shall ensure development and FQT can be performed at the contractor site. Primary Contractor work, to include development and FQT activities, shall be performed on the DHS production network, which shall be accessed via circuits and switches provided by the Government. Network drops and cabling for computing equipment at the Contractor site shall be provided by the Contractor. Not all development and FQT work can be accomplished on the DHS production network, and some development and FQT activities will require a network segregated from the DHS network by firewalls. This is because administrative privileges and non-standard desktop images are required for the development and FQT activities that support some USCIS applications. An effort is underway to move all development and FQT activities to a data center where remote maintenance activities can occur. Until this is complete, the Contractor will be required to house a segregated lab for these activities. The Contractor shall:

- Coordinate with OIT security stakeholders to ensure the Contractor maintenance environment, as well as the entire Contractor work site facility, achieves Certification & Accreditation (C&A), and receives an Authority to Operate as an extranet site (reference Security Section).
- Develop and implement configuration control for the desktop images in the segregated Contractor development and FQT lab (configuration control for desktop images on the DHS production environment is maintained by the Government).
- Develop and institute controls to reduce the risk of malicious code entering the production environment through activities occurring in the maintenance environment.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to a maintenance environment (lab) at the Contractor site utilizing GFE, which shall be established within three months of contract award.

4.1.4 Establish and Maintain Application Lifecycle Management Tools

The Contractor shall maintain and extend as needed the current USCIS Application Lifecycle Management (ALM) control environment, which is Kovair. Kovair's requirements management module is deployed to the USCIS production environment and four Kovair application servers and SQL database instances reside in data center virtual test and development environments. Kovair ensures a single Government-owned and managed repository exists for application requirements. As applications move to the O&M phase, less risk is introduced if the requirements and their history are visible and known to the Sustainment Program.

Kovair allows the custom creation of a number of application lifecycle management modules. The Contractor shall create new modules, such as use case, requirements change management, test case, risk management, and defect tracking; and/or integrate additional modules created by third parties.

New modules shall be created, configured, and managed in a way that promotes consistent ALM across USCIS in order to minimize disruption when applications are cut over from the Acquisition Phase (development) to O&M. When new modules are created, the Contractor shall:

- Identify requirements, data elements, and design for each of the modules.
- Create, configure, and test each of modules prior to migration to the production environment.
- Plan and manage Kovair releases in accordance with USCIS SELC.
- Coordinate with USCIS stakeholders to ensure modules conform with Government governance policies, processes, and procedures.
- Coordinate with stakeholders for additional requirements as needed.
- Install and test Kovair adaptors to ensure real-time data exchange between Kovair and HP Quality Center (for Independent T&E), Kovair and Requisite Pro, and between Kovair and other applications as identified.
- Provide Tier 2 and 3 Help-desk support for users experiencing issues with Kovair.
- Migrate existing requirements, use case, test case, and defect tracking data into Kovair as needed.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to

- Kovair releases (combination of new modules as needed and maintenance for existing modules) (approximate number should not exceed 2 major and two minor per year).
- Updated USCIS SELC documentation for each release.

4.2 Task Two: Operational Tasks

The objective of the following tasks is to ensure the applications within the scope of this SOW maintain operational readiness. Although the Contractor will share responsibility for operational tasks with other vendors who support the production/operations environment at USCIS, the Contractor shall monitor and perform routine and corrective actions on applications that are in production while following established USCIS change and release management policies (reference Table 2: Reference Information), processes, and procedures. As the Contractor monitors the operational posture of applications, further evaluation and analysis may be authorized to ensure the continued sustainability of the applications. Monitoring and early warning will allow OIT to pro-actively plan and carry out maintenance activities.

4.2.1 Ad-Hoc Reporting

The Contractor shall provide scheduled and unscheduled reports derived from data contained in applications within the scope of this SOW. The requests for ad hoc reports may be initiated by

stakeholders within or outside of OIT, such as Security, business units, Office of the Inspector General, and potentially members of Congress. The requests will vary in scope and complexity. The Contractor shall attend meetings as needed to obtain report requirements, review and research applicable available documentation, extract applicable database information required to assemble the report, and display the extracted information as required.

Deliverables (see Deliverables Schedule) included within this task include scheduled and unscheduled Ad Hoc Reports.

4.2.2 System Administration

The Contractor shall provide system administration services for the applications within the scope of this SOW, which includes the current application portfolio and any new applications introduced to the sustainment phase. These activities shall include a supporting role of the ongoing monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, and system and data archiving. The system administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). System administration support for the production environment shall be provided by data center personnel, not by the Contractor. The production environment retains system administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol. The Contractor shall provide system administrators for CLAIMS 3 in the production and engineering environments.

A System Workload Analysis Document (SWAD) should be created prior to standing up an application in the USCIS production environment; however, many of the applications within the scope of this SOW do not have a SWAD, and if existing, do not represent current usage metrics. The Contractors shall create a new SWAD for applications that do not currently have one and rebaseline existing SWADs. The SWADs must be complete or rebaselined within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies). The Contractor shall:

- Monitor application and provide problem resolution and support for applications within the scope of this SOW.
- Identify when USCIS infrastructure problems impact applications within the scope of this SOW and notify appropriate stakeholders to begin remedy procedures.
- Provide technical assistance to infrastructure stakeholders to resolve failures or address LAN related issues, and support incident management and problem management activities.
- Perform production control activities such as the support of cyclical changes to operational workloads, data administration, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, setup and verification of files and programs for the execution of production runs specific to the applicable system.
- Coordinate with application and database backups with Data Center staff.

- Support the development of contingency plans, including disaster recovery and COOP testing, and operation failover testing consisting of documented contingency plans. The Contractor may be required to develop contingency plans for USCIS IT applications.
- Support the execution of emergency backups in coordination with other infrastructure operational components and/or DHS data center specific requirements.
- Analyze, compile, and aggregate data gathered from disparate databases and application platforms required to feed information systems to produce statistical, workload, and trend analysis reports.
- Monitor application and database servers and troubleshoot/resolve issues.
- Install or coordinate the installation of applications and databases needed for maintenance activities, Functional Qualification Testing (FQT), Independent Test & Evaluation (T&E), and production/operations, regardless of the physical location of the application and database servers.
- Coordinate OS upgrades, patches, fixes, and testing with Data Center staff.
- Provide advice and implementation support to address application high availability issues and requirements.
- Monitor application usage and storage, and provide advance warning when thresholds are reached.
- Monitor the Infrastructure as a Service dashboard to collect key performance indicators for maintenance purposes and include relevant statistics in the monthly status report. Develop data requirements based on unmet monitoring needs for submission to Infrastructure team as needed to improve visibility into application performance, usage, and capacity.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application is updated with each application release, and create systems administration manuals for those applications that do not currently have one.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- New or rebaselined SWADs for each application within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).
- Systems Administration & Operations Manual (SOAM) for each application, updated at each release (or newly created per application project plan if not previously existing).

4.2.3 Application User Support

The Contractor shall provide application support to end users by responding to user-initiated service-desk requests that are referred to Tier 2 and/or Tier 3 support for application-related problems; developing and updating user manuals; developing and updating training; and delivering training.

The Government IT PM for each application establishes the protocol for interfacing with the service-desk for tier 2 and 3 application support, defining the necessary queues, and working

with the Contractor to define points of contact for the queues. The Contractor shall use the Government-supplied service desk management tool, currently Remedy, to monitor the service-desk queues. The hours required for monitoring and responding to service desk tickets (consistent with the Government holiday schedule) varies among the applications. Appendix 2: Application Support Summary, defines the Tier 2/3 service desk operating hours for each application. Key application support personnel must be accessible (via pager after normal business hours) in the event of a critical emergency. The Contractor shall respond to service requests appearing in the Contractor's queue. Response constitutes either a Remedy e-mail notification back to the initiator with receipt acknowledgement and the next course of action; an indication of resolution in Remedy; or assignment to the appropriate queue for further action, as appropriate. After proper diagnosis of the service request, the team shall also be required to indicate resolution or remedy, or assign the ticket to the appropriate queue for further action, as appropriate, and describe in Remedy the Contractor's course of action. The Contractor shall:

- Support the IT PM in developing processes, procedures, and instructions for a seamless working environment between the Tier 1 service desk and Contractor supported Tier 2 and Tier 3 work environments to reduce response times in the service and operating model.
- Support/provide training for USCIS service desk personnel to be able to handle routine problems associated with applications at the Tier 1 level to reduce the strain on the Tier 2 and Tier 3 support requirements. Support includes providing training as required for the service desk and updates to the knowledge management system.
- Identify Tier 2 and Tier 3 service desk points of contact for each application within the scope of this SOW.
- Analyze Tier 2 and 3 service-desk tickets to determine if requests are the result of a bug or error, user knowledge or skills deficit, or an application usability issue.
- Recommend System Change Requests (SCR) to Government IT PMs when bugs/errors and usability issues are discovered.
- Interface with user to provide usability workarounds and resolve knowledge/skills issues.
- Create and/or update user manuals so that they are kept current with the state of the application.
- Create and/or update training and job aids so that they are kept current with the state of the application.
- Create, operate, and maintain training servers and the scenario/workflows used in training.
- Create, update, and maintain training databases.
- Design, develop, and conduct task-centric training on applications, to include training-related artifacts.
- Design, develop, update, and upload task-centric computer-based training on the use of applications that resides on the USCIS Learning Management System (LMS), currently EdVantage. If source code is not provided, contractor shall create new training using the

Learning Content Management System (LCMS) provided by USCIS, currently OutStart Evolution.

- Upon request, design and develop task-centric on-demand help and/or training for applications so that users can access training through the application as needed.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- User Manuals created or updated as needed when the application changes, (delivered in MS Word version consistent with USCIS version at time of delivery).
- Training Artifacts created or updated as needed when the application changes.
- Job-Aids created or updated as needed when the application changes.
- Application-delivered on-demand help created or updated as needed when the application changes.
- Application-delivered on-demand training created or updated as needed when the application changes.
- Computer-based training created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.

4.2.4 Database Administration

The Contractor shall provide installation, configuration, tuning, maintenance, and routine patching of databases for applications within the scope of this SOW. The database administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). The database administration support for the production environment shall be provided by data center personnel, not the Contractor. The production environment retains database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol. The Contractor shall provide database administrators for CLAIMS 3 in the production and engineering environments.

The Contractor shall routinely evaluate the need to upgrade database servers and software while determining compatibility with current application versions. When upgrades are approved, the Contractor shall plan and coordinate the upgrades with the relevant stakeholders.

The Contractor shall configure database environments, or support other parties who will configure those environments, for Functional Qualification Testing (FQT); Independent Test & Evaluation (T&E); user acceptance testing; integration testing; database security testing; installation/migration testing; configuration/compatibility testing; and performance, load, and stress testing, as requested. When the servers have been configured, stabilized, and certified for production use by USCIS, the Contractor shall support the migration of databases from the non-production to the production environment, if needed. The Contractor shall:

- Provide database administration support and problem resolution support for multiple database environments, whether within USCIS or between USCIS and other Federal agencies.
- Provide configuration, tuning, and hardware, software and system maintenance on servers which host USCIS databases at USCIS data centers.

- Support planned migrations and upgrades of databases.
- Interface with database vendor(s) for technical support.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application database is updated with each application release, with the following content:
  - Startup/shutdown procedures for managed databases
  - Performance analysis and reporting, both regularly-scheduled and on-demand
  - Specified database patch history logs
  - Account management/User ID procedures.
  - Full backup & recovery procedures and scripts

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, Systems Administration & Operations Manual (SOAM) that is updated with database maintenance information for each application.

4.2.5 Application Research and Analysis

While conducting routine and ad hoc system administration tasks, performance, reliability, operability, maintainability, security, data quality, and other operational problems or issues may be identified by the Contractor and made known to the Government. As directed by the Government, the Contractor shall perform further analysis to identify potential improvements and problem or issue resolution. The Contractor shall:

- Provide analysis of user data requirements, selection of appropriate databases, and evaluation of the completeness, consistency, and validity of data contained in the databases.
- Investigate and evaluate technologies that have the potential to improve application and database operations and/or resolve problems or issues.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Identify the most 508 compliant of the assessed technologies.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.
- Perform Operational Analysis annually on each application (see Operational Analysis)

Deliverables (See Deliverables Schedule) included within this task may include, but are not limited to:

- Research and analysis reports and briefings.
- Section 508 Determinations & Findings Form indicating results of Section 508 market research.

4.3 Task Three: Maintenance Tasks

While performing scheduled, unscheduled, routine and ad hoc operational duties, application maintenance actions may be identified. Needed actions that are approved become maintenance tasks, and fall within the governance structure of USCIS SELC and Change Control and Release Management (CCRM). Maintenance tasks may also arise based on needs of OIT and business stakeholders. Maintenance activities are categorized as *corrective, adaptive, or relevance*, as described below:

- **Corrective Maintenance:** Correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors.
- **The Adaptive Maintenance:** Upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes.
- **Relevance Maintenance:** Accommodate new or changed user requirements or to increase the application performance or enhance its user interface.

When corrective maintenance fits the CCRM criteria of "emergency" it may be exempt from many of the maintenance tasks described herein due to the abbreviated timeline needed to deploy the emergency build. Otherwise, the Contractor shall perform the tasks in this section based on the direction of the Government project manager (IT PMs) and USCIS SELC guidance.

The Contractor shall submit document deliverable items required by USCIS SELC as specified in Project Tailoring Reviews to the USCIS electronic document library. The Contractor shall comply with a standard and accessible change control process in accordance with USCIS OIT CCRM policy. A change is an addition, modification, or removal of approved, supported, or baseline hardware, network, software, application, system, image, or associated documentation.

4.3.1 Project Management

The Contractor shall provide project management and administrative support to the Government IT Project Managers for the various applications named within the scope of this SOW. Each of the Government IT PMs are simultaneously tasked to work with their respective business units in the accomplishment of application O&M. Business unit stakeholders will often accompany IT PMs to meetings in order to provide further clarification of user requirements and needed functionality. The purpose of the Contractor Project Manager is to support the timely execution of application releases by managing internal Contractor resources assigned to the release, and to assist the Government IT PMs in their cross-organizational management of releases. The Contractor shall institute risk management best practices, and shall document and track risks;

develop risk mitigation strategies; and support risk management practices so that risks do not become issues.

The Contractor shall also produce and update project schedules and shall report and account for project costs incurred within the scope of this contract. Schedules and costs shall be reported, tracked, and managed with a Government-provided project management tool (currently MS Project Server). The Contractor shall establish columns in MS Project for the calculation of EVM data associated with calculating and displaying cost and schedule variances, and for calculating the Cost Performance Index (CPI) and the Schedule Performance Index (SPI). The purpose of using MS Project is to provide a day-to-day management tool for IT PMs. The Contractor shall support the IT PMs in setting up MS Project projects for each application release. The EVM data calculated in MS Project shall support and be consistent with the monthly EVM reports as described below. The EVM data in MS Project may be required to be updated outside of the aforementioned reports at closer intervals, at the direction of the Government IT PMs, either weekly or bi-weekly as directed by the IT PM. Projects with compressed release schedules will require more frequent reporting than other projects. The MS Project shall show planned versus actual dates for the accomplishment of tasks per the WBS. In addition, the Contractor shall perform the actions needed to ensure the application project data is input into the USCIS OIT integrated master schedule for IT projects, at the WBS level required by the integrated master schedule. The integrated master schedule will help to communicate the resources needed throughout OIT to support planned releases.

The Contractor shall:

- Use risk management and tacking systems and software to provide risk management services.
- Provide overall project management assistance, including project planning, tracking, budgeting, and scheduling.
- Provide Rough Order of Magnitude (ROM) cost and schedule estimates for proposed application changes and other maintenance-related tasks.
- Use government furnished project management and tracking systems and software to provide acquisition schedules, timelines, project briefings, tracking reports, and application status reports to facilitate and monitor project progress.
- Track and report project performance using EVM data
- Input project schedules into integrated master schedule.
- Maintain historical databases and electronic records to better track and compare project progress.
- Utilize, as appropriate, knowledge management and other tools and methodologies for collaboration, document, and data management tracking, verification, and reporting.
- Ensure compliance with applicable laws, regulations, security requirements and contractual terms. Bring to the attention of the appropriate USCIS OIT manager the impact of new or changing laws, regulations, security requirements, and contractual terms.

- Identify methodologies to identify project performance and quality problems leading to early and effective corrective action.
- Provide recommendations and briefings related to improving application performance and supportability.
- Provide data and services for completing the Next Generation Program Reporting Form (nPRS) on behalf of Government IT PMs for those applications within the scope of this SOW that are subject to OMB Exhibit 300 and OMB Exhibit 53 reporting (reference Table 2: Reference Information) requirements [currently CSWP, FIPS, NFTS, CLAIMS 3, CLAIMS 4, and Biometrics (BBSS and CPMS)].
- Acquire access privileges to enterprise project management tools and databases (including, but not limited to, Kovair, MS Project Server, Information Technology Document Library (ITDL), and Remedy).

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Project Management Plans (PMP) for each planned release.
- Government-approved Work Breakdown Structure (WBS) for each release.
- Project schedule maintained in a Government-furnished project management application (i.e. MS Project or other application as specified and provided by the Government) that accounts for schedule duration, milestones that align with USCIS SELC phases as proscribed in release tailoring reviews, planned start and end dates, actual start and end dates, and other EVM-related data as described in the 6.3 Earned Value Management Section.
- Section 508 Determinations & Findings Form for each release (to be supplied for Government signatures). This is a pre-printed form that is part of USCIS SELC.
- Planning Review Briefing for each USCIS SELC Planning Review.
- Risks, risk status, and risk mitigation strategies for each application release.

4.3.2 Requirements Collection, Definition, and Management

The Contractor shall provide support for the identification, collection, and documentation of requirements that support proposed or approved system change requests for the applications within the scope of this SOW. The requirements must meet USCIS quality criteria and be testable, and must be traced to business requirements, to design elements, to code units, and to tests. The Contractor shall provide configuration management services to ensure traceability and to manage requirements change. The Contractor shall:

- Attend System Change Request (SCR) reviews [such as Customer Review Boards (CRB)] on behalf of or in conjunction with IT PMs as needed
- Attend Change Control Board (CCB) meetings on behalf of or in conjunction with IT PMs as needed

The Contractor shall use a Government-furnished Requirements Management Tool for the management of the requirements. Currently, the Government uses Kovair Requirements Management as a control environment for requirements.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- System Requirements Document (SRD) created or updated for each release.
- Requirements Traceability Matrix (RTM) created or updated for each release.
- Requirements Review Briefing for each USCIS SELC Requirements Review.

4.3.3 Design

The Contractor shall engineer and re-engineer, as applicable, application design as a result of approved changes to applications within the scope of this SOW. Application design changes shall be documented, and design elements must be categorized as individual objects and traced to the requirements they support. Design may include user interface mock-ups, detailed use cases describing system behavior, modeling languages such as Unified Modeling Language (UML) or Business Process Modeling Notation (BPMN), data models, and/or context and architectural diagrams.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Design Document (DD) created or updated for each release.
- Design Review Briefing for each USCIS SELC Preliminary and Final Architecture Design Review.

4.3.4 Software Maintenance

The Contractor shall fully maintain USCIS applications as required by this Statement of Work. Operating assets require modification to accommodate bugs and errors, legislative changes, changes to the business context, evolving user needs, and advances in technology. Operating assets in the production environment require approved System Change Requests (SCR) before changes to baseline code can be implemented. The Contractor may also be required to make configuration changes to applications, which do not require changes to the code baseline. The Contractor shall document approved changes in accordance with the USCIS SELC. The documentation items are identified at SELC tailoring reviews when changes are packaged into releases. The Contractor shall apply configuration management services to ensure system, application, subsystem, and component integrity as a technology change moves through the maintenance (development/test), staging, and production environments.

Prior to the start of a release, the Contractor and the USCIS Project Manager shall agree on the maintenance type (corrective, adaptive, or relevance) and scale of the modification, which may be defined as minor, moderate, or major..

The following table provides guidelines for estimating the resources (for EVM purposes) required to perform the work associated with an approved SCR. The Contractor shall provide to the IT PM project management support needed for the execution of release specific project management functions as described the Project Section. The number of releases (by type) a given application is likely to require in a given year are estimated in Appendix 2: Application Support Table.

Type of Release	Estimated Level of Effort
Minor	001-750 Hours
Moderate	751- 3000 Hours
Major	3001-6000 Hours

When a major change is deployed, the Contractor shall provide 24 x 7 coverage beginning with the deployment date and lasting three days.

4.3.5 Corrective Maintenance

The Contractor shall perform corrective maintenance to identify the source, then correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors. Activities associated with corrective maintenance shall include the following:

- Perform emergency repairs when immediate correction is necessary to continue user service.
- Perform corrective coding to reflect the specifications or to correctly utilize system resources.
- Perform unit testing to verify that corrective coding and emergency repairs adhere to specifications.
- Conduct problem analysis and resolution.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.6 Adaptive Maintenance

The Contractor shall perform adaptive maintenance to upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes. Activities associated with adaptive maintenance shall include, at a minimum, the following:

- Modify an application and/or subsystem, component, hardware, software, or utility as needed to ensure continued operability when a condition in the operating environment changes.
- Modify baseline application code to change functionality or business processes.
- Replace unsupportable software and hardware with new versions of the same technology or completely new technology solutions where practical.

- Perform unit testing to verify that adaptive maintenance actions adhere to requirements and design specifications.

Enhancements, adaptations, or modifications to applications within the scope of this SOW may, with minimal forewarning, be imposed upon USCIS OIT by the White House, Congressional actions, the Office of the Inspector General, USCIS senior officials, or by other USCIS emergency or operational imperatives. The Contractor must have the ability to responsively comply with these special requests, inquiries, studies, and/or tasks required to maintain relevant system functionality.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.7 Relevance Maintenance

The Contractor shall perform relevance maintenance to accommodate new or changed user requirements or to increase the application performance or enhance its user interface. Relevance maintenance shall include but not be limited to the following:

- Perform hardware or software upgrades or conversions to improve performance.
- Redesign activities that modify functionality and/or produce technical improvements to enhance software and security.
- Perform modifications to the systems due to changes in reporting requirements, data edits, etc.
- Modify baseline application code to enhance the user experience, change functionality or business processes, or improve performance.
- Perform unit testing to verify that relevance maintenance actions adhere to requirements and design specifications.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.8 Testing

The Contractor shall verify that the outputs from corrective, adaptive, and relevance maintenance tasks meet approved requirements, while not affecting functionality outside of the approved changes. As a part of this task, the Contractor shall perform Section 508 and Functional Qualification Tests (FQT) utilizing Government-furnished tools to demonstrate that a system, application, subsystem, or component performs in accordance with the objectives outlined in the original design and satisfies requirements prior to delivery to the Government. The test task requires the Contractor to create test plans, procedures, and documentation to verify the proper functioning of Contractor created or modified code. Regression testing may occur to ensure maintenance activities did not disrupt existing functionality.

After code delivery, the Contractor shall interface with Government, other support contractors, and third-party vendors throughout system integration, system acceptance testing, Section 508,

and user acceptance testing. The Contractor shall provide support to Independent T&E teams to properly build applications in the various test environments. Application support may be required at user acceptance sites. The Contractor shall support the business need for User Acceptance tests by supporting the creation of test scripts and scenarios for these tests. The Contractor shall create and deliver new builds as needed to correct deficiencies found by the Independent T&E team. The Contractor shall track defects found throughout the application lifecycle, and record defects in Government-supplied defect tracking tool, currently "Tracker".

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Plan (DTP) for each release.
- Development Test Analysis Report (DTAR) for each release.
- Section 508 Test Document as directed.
- Test Readiness Review (TRR) Briefing for each USCIS SELC TRR.

4.3.9 Deployment

The Contractor shall support the deployment of application changes by coordinating and collaborating with OIT stakeholders responsible for migrating contractor modified code from the Contractor maintenance environment, or data center development and test environments, to the production and staging environments. The Contractor shall provide verbal directions that supplement written installation instructions provided in the Version Description Document (VDD) in order to support the build of applications, subsystems, and components within the scope of this SOW.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Deployment Plan for releases, as required.
- Version Description Document (VDD) for each release.
- Release Readiness Review (RRR) Briefing for each USCIS SELC RRR.
- Updated software configuration baselines using Government-furnished version manager.

4.3.10 Post-Deployment

The Contractor shall support activities associated with a release after deployment when there are problems or issues with the content of the release. Post-deployment activities typically involve defect or problem diagnosis, problem resolution, and corrective actions that may result in emergency releases. Emergency releases resulting from a defect typically do not require USCIS SELC documentation, and do not require further USCIS SELC accountability. Emergency releases of this type are considered post-deployment actions and fall within this subtask. Defect correction activities (also categorized as corrective maintenance) that are rolled into succeeding releases that are not classified as emergency releases, but are rather part of a minor or major release, should not be considered a post-deployment action.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Analysis Report (DTAR) for each emergency release.
- Version Description Document (VDD) for each emergency release.

- Root Cause Analysis, as requested.

4.3.11 Decommissioning

The Contractor shall perform needed functions to decommission applications that are within the scope of this SOW upon Government direction when they reach the end of their useful life. The Contractor shall support efforts to analyze the impact of the decommissioning on current users as well as the impact on other systems, applications, subsystems, and components with which the decommissioned application interfaces. The Contractor shall plan for and execute the migration and/or storage of data as needed; coordinate with the appropriate stakeholders to ensure GFE is returned to the Government, and that privacy and Government data is wiped from disposed and excess equipment. Decommissioning activities are projects unto themselves, and as such are subject to the same type of project management activities as required for releases.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Disposition Plan.

4.4 Task Four: Security Remediation

The objective of the Security Remediation task is to ensure each of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A.

4.4.1 Information Systems Security Official Support

To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for applications within scope of this SOW. Contractor-provided ISSO support shall interface with the USCIS OIT representative to ensure that the requirements identified in DHS 4300A, description of ISSO responsibilities are fulfilled. The Contractor ISSOs shall:

- Prepare required documentation to support the USCIS C&A process as required by the Government.
- Provide localized security training as directed by the Chief Information Security Officer (CISO) or Information System Security Manager (ISSM).
- Provide monthly status reports of all Plan of Action and Milestones (POA&M) related to each application.
- Provide monthly status report of annual assessments performed.
- Report all Information Security and Privacy Data incidents, as required.
- Perform duties as described in the ISSO designation letter.

The Contractor shall provide support to the OIT Information Systems Security Manager (ISSM) in meeting the information security requirements for USCIS data processing installations. The Contractor shall assist the ISSM with the management and administration of USCIS IT application systems operations and ensuring compliance with Federal security regulations,

policies, guidelines, and applicable National Institute of Standards and Technology (NIST) standards.

The ISSO is responsible for creating, updating, and maintaining the documents associated with the C&A and for the continuous monitoring of applications within the scope of this SOW [classified as Sensitive But Unclassified (SBU)]. Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan (SSP)
- Security Test and Evaluation (ST&E) Plan
- Security Assessment Report (SAR)
- Signed Accreditation Letter [Authority to Operate (ATO)]
- Contingency Plan (CP)
- Contingency Plan Test (CPT) Results
- FIPS 199
- E-Authentication
- Privacy Threat Assessment (PTA)

4.4.2 Security for Information Technology Resources

All services, hardware, and software provided under this SOW must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program; 4300A Sensitive Systems Policy and Handbook; and Homeland Security Acquisition Regulation (HSAR) Section 3052.204-70, Security Requirements for Unclassified Information Technology Resources.

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

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

- Submit for approval an IT Security Plan within 30 calendar days after contract award, which shall be consistent with and further detail the approach contained in the Contractor's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.
- Ensure the IT Security Plan complies with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.
- Ensure the IT Security Plan includes instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure

management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

Within 90 calendar days of receiving from the Government, circuits and equipment used for establishing extranet connections, the Contractor shall submit written proof of IT Security Accreditation to DHS for approval by the Certifying Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

It is estimated that it will take 6 weeks to create the initial Certification & Accreditation (C&A) artifacts and review the artifacts. The Contractor shall create the C&A artifacts and USCIS OIT will review the artifacts. Certification takes approximately 30 days: 10 days to produce a test plan, 10 days for testing, 10 days for analysis and reporting. During the final 4 weeks, security testing will occur. The Contractor shall update the System Security Plan with the results from the security testing in step two, open plans of actions and milestones, and forward any risk acceptance documentation (if required). OIT will prepare the ATO documentation.

The Contractor shall provide support for USCIS test and evaluation of operating systems' security integrity and penetration testing of communications networks and workstation utilities as required.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- IT Security Plan, within 30 calendar days after contract award
- Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government, circuits and equipment used for establishing extranet connections

4.4.3 Security Management

The Contractor shall appoint a Security Manager to act as a Corporate Security Officer. The individual shall interface with the Office of Security and Integrity (OSI) through the COTR on all security matters, to include physical, personnel, and protection of all sensitive documents/material handled by the Contractor. The COTR and OSI will have the right to inspect procedures, methods and facilities utilized by the Contractor to comply with the security requirements under this contract.

4.5 Task 5: Transition

Transition is a set of activities that occur when an existing application is added to the SPAS SOW or when the period of performance for any or all of the applications within the scope of this SOW transitions to, or from, the SPAS Contractor. This includes transition-in upon contract award. A Transition Plan shall be completed and agreed to (approved by the SPAS Program Manager) prior to the transition of an application(s) onto the SPAS contract or transition from a contractor to another contractor or government entity.

The Transition Plan shall be created for each application transitioned to the contract. The exception to this is if a Transition Plan is required to migrate all applications within the scope of this SOW from the IT Sustainment and Security Remediation Contract (ITSSR) contractor to the SPAS contractor. In this case, a single Transition Plan may be created.

At the end of the period of performance, the Contractor shall transition all of the GFE (equipment, documents, hardware, software, etc) within the scope of this contract back to the Government, and perform activities to support an orderly transition of the applications within the scope of this SOW to another contractor or to the Government.

During the period of performance applications may transition to SPAS. This includes any application that was not previously on the ITSSR contract (such as CRIS, FIPS, SODA, and SPS), or applications that cut-over after the start of Base Period of performance.

For every transition, the Contractor shall establish a transition management team, create a transition charter, and write a Transition Plan. The Transition Plan shall:

- Document the strategic approach
- Identify equipment, hardware, software, documents and other artifacts that are included in the transition
- Establish milestones and schedules
- Establish activities
- Identify transition risks and risk mitigation
- Define roles and responsibilities
- Define transition approval authorities and lines of communication
- Define skills and skill levels needed to perform sustainment activities
- Define a knowledge transfer approach
- Define a property inventory and transition approach
- Create bi-party or tri-party agreements
- Develop checklists

If the SPAS Program Manager supplies a Transition Plan template within the above referenced elements, the Contractor shall use the template to create the Transition Plan. The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in operational services for the target applications. To ensure the necessary continuity of services and to maintain the current level of support, USCIS may retain services of the incumbent Contractor for some, or all of, the transition period, as may be required.

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

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Transition Plan, to be completed and approved by the SPAS Program Manager.

- A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
- Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.

5. Adherence to DHS Information Technology Standards

The Contractor shall furnish solutions and services necessary to meet contract requirements as well as the DHS policies, standards, and procedures related to the categories described in the following sections.

5.1 Systems Engineering Lifecycle Compliance

The Contractor shall create and maintain IT solutions under the governance of the USCIS SELC. The USCIS SELC is a governance structure that promotes the application of standard repeatable processes for the development and maintenance of IT systems. This improves standards compliance, technical capabilities, and quality of IT projects, whether they are undergoing initial development or follow-on releases to implement corrective, adaptive, or relevance maintenance. Projects that undergo initial and follow-on releases are "tailored" based upon the needs and size of the project. Tailoring is achieved by reviewing the scope, risk, and context of a project to select the appropriate USCIS SELC activities, documents, and reviews to be completed by the project team. This approach enables small projects with limited scope and risk to achieve alignment with the USCIS SELC process without having to complete a full range of lifecycle activities and documentation typically required for large-scale complex information system projects. The product of tailoring is a customized work pattern that identifies the USCIS SELC activities, documents, and reviews necessary for a project to successfully complete the USCIS SELC process.

The applications supported within this SOW may undergo major, moderate, and/or minor releases. The activities and documentation that the contractor will create in order to satisfy USCIS SELC requirements for a release cannot be known until after a tailoring review. The contractor shall work with the application program managers to ensure the cost of individual releases falls within the application budget during the planning phase of every application release.

5.2 Homeland Security Enterprise Architecture Compliance

The contractor shall be cognizant of Homeland Security Enterprise Architecture (HLS EA) policies, procedures, and standards [HLS EA Technology Reference Model (TRM) and Products Profile]. Contractor provided solutions and services shall be compliant with HLS EA where

36 CFR 1194.23 – Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 – Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a service desk shall have the ability to transmit and receive messages using TTY.

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

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

When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or

expense shall only be permitted under an undue burden claim and requires approval from the DHS Office on Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

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

36 CFR 1194.3(f) – Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".

6. Performance Reporting

According to OMB Circular No. A-11, Capital Programming Guide V 2.0, Supplement to Office of Management and Budget Circular A-11, Part 7: Planning, Budgeting, and Acquisition of Capital Assets, operational analysis is a method of examining the ongoing performance of an operating asset (assets that have completed the Acquisition Phase). An operational analysis is, by nature, less structured than performance reporting methods applied to development projects.

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor applicable task orders under EAGLE. "Applicable" applies to tasks in development and to those that by their nature are complex or strategic or impose sufficient risk to the effort; therefore, require the insight afforded by EVM.

Since SPAS applies to applications requiring sustainment, and by their very nature have passed through the development phase of the systems engineering lifecycle, then only that portion of sustainment in which development-type work (coding) occurs (i.e., maintenance, as described in Task Three: Maintenance Tasks) is applicable to EVM. Changes to existing applications must go through CCRM as well as USCIS SELC, both of which have their own internal processes. Changes are packaged and enter the CCRM and USCIS SELC as releases. Since releases have measurable outcomes, that are planned, scheduled, and budgeted, the contractor shall ensure EVM reports account for application releases (except emergency releases). These reports are known as Contract Performance Reports (CPR). Each of the CPR reports are defined in Earned Value Management Reporting Section.

6.1 Budget Spend Plan

Task One: Program Management, Task Two: Operational Tasks, Task 4: Security Remediation, and Task Five: Transition do not require EVM reporting. However, they do require Budget Spend Plan tracking. The Contractor shall report the monthly and cumulative budget spend plan and track against actual costs. Reports shall be in both text and graphic ("S" Curve) formats and delivered monthly. The monthly budgeted spend plan for the operational tasks for each application shall be determined in conjunction with the Government Program Manager and IT PMs. The Contractor shall propose (and the Government approve) the budget allocation that

shall be applied to the Budget Spend Plans. The Budget Spend Plan tracking shall be represented in the Contract Performance Reports (CPR) Format 3 for baselines, Format 5 for variances, and the Contract Funds Status Report (CFSR) as described in the Earned Value Management Reporting.

6.2 Operational Analysis

The Contractor shall support operational analysis by performing an annual review of all the applications within the scope of this SOW for the purpose of improving the technical effectiveness and productivity of the operating assets. The review shall address issues such as, but not limited to, greater utilization of technology or consolidation of investments to better meet organizational goals; needed redesign; modification of an asset if previously undetected faults in the design, coding, or installation are discovered during the course of operations; identification of operational or maintenance costs that are higher than anticipated; and identification of other operational and maintenance improvements that may be made to improve performance, customer satisfaction, business results, financial performance, and innovation. Application reviews may be staggered throughout the calendar year and combined. The Contractor shall coordinate with program managers to schedule the operational analysis review and the format of support documentation.

6.3 Earned Value Management

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor those tasks described in this SOW under 4.3 Task Three: Maintenance Tasks. The Contractor shall use an Earned Value Management System (EVMS) that meets the criteria as defined in the current American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A, *Earned Value Management Systems*, originally approved May 19, 1998, first amended in 2002 ("the ANSI/EIA Standard"), and most recently on 9 July 2007 and published as Government Electronic and Information Technology Association's EIA-748-B. The Contractor shall also provide proof of the EVMS's compliance with the EIA-748 Standard, as described below.

The EIA-748-compliant EVMS shall measure the cost, schedule, and performance of those assets against the established baseline for each USCIS SELC/CCRM release. A release constitutes an increment of work with a defined beginning, endpoint, milestones, and measurable outcome. Releases are scheduled as application maintenance needs are identified throughout the period of performance on this SOW. Each application SOW in Appendix A provides an estimate of the number and scale of releases that may apply to a given application, however the actual number is not known in advance of need identification.

6.3.1 Verification of the Earned Value Management System

The Contractor shall have a Government-verified EVMS. If the Contractor does not have a verifiable EVMS by task-order award, the Contractor shall develop an acceptable implementation plan providing the strategy for reaching verification of an EVMS and the milestones to accomplish it. The Task Order Contracting Officer (CO) must accept this plan prior to task-order award. The Government reserves the right to obtain independent verification of a Contractor's EVMS, regardless of the type of verification previously completed.

6.3.2 Earned Value Management Reporting

The Government requires the information in four Earned Value Reports: the Contract Performance Report (CPR) Formats 1, 3, and 5, as described below, and the Contract Funds Status Report (CFSR). The Contractor shall use the information in these reports to analyze the effectiveness of the EVMS and both the contract performance and the program progress, and take appropriate action based on those findings.

The Contractor shall submit EVM data as required by the Cost Performance Report (CPR) Formats described below. The report formats are also referenced in the 10. Government Furnished Equipment and Information Section. Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5. If the contractor is able to provide the data in ANSI Accredited Standards Committee (ASC) X.12 format, then the Contractor may submit the EVM raw data to the Contracting Officer and Program Manager in that format. However, the Government reserves the right to require contractors to transmit all required data in the appropriate formats by email using Microsoft-compatible software. The following reports shall be submitted no later than 12 working days following the Contractor's accounting period cut-off date. Reports shall reflect data for the calendar month.

- **CPR Format 1** – WBS-oriented EVM report (see Figure 1: WBS Format). Cost and schedule are organized by WBS element at a level pre-determined by the Government. This report is delivered monthly. The Performance data must be applied to each application separately. The report data shall be in alignment with and consistent with the weekly, bi-weekly, or monthly EVM data in MS Project, as described in 4.3.1 Project Management Section. Each application's EVM data shall minimally account for major milestones, which for USCIS are the USCIS SELC gate/milestone reviews. The Government and the Contractor shall periodically review and adjust as necessary the WBS reporting levels to ensure they continue to provide appropriate visibility without requiring excessive information. If there is a problem at a lower level, detailed reporting for that WBS element may be required until the problem is resolved.
- **CPR Format 3** – Baseline Report. This format, delivered monthly, tracks changes to baselines throughout the program's duration. The Contractor shall report the baseline for the SOW as whole, the baseline for each application, and the baseline for each application release. A rebaseline of schedules, budget, or cost that crosses option periods is prohibited without the consent of the Program Manager. The Contractor is authorized to plan schedules and budgets into non-funded option years, but is authorized to charge against plans only when duly authorized. A rebaseline at the application release level may be authorized by the IT PM.
- **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that exceed 5%. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance. Any schedule variance on the critical path shall be identified and its impact on subsequent milestones and the project cost and schedule quantified. Problem Analysis Report/Variance Narratives shall be provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports.

- **CFSR** – Contract Funds Status Report. The CFSR funding information line items shall apply to applications within the scope of this SOW and be delivered monthly. The CFSR supplies funding data to Program Managers for:
  - Updating and forecasting contract funds requirements
  - Planning and decision-making on funding changes in task orders
  - Developing funds requirements and budget estimates in support of approved investments
  - Determining funds in excess of contract needs and available for de-obligation
  - Obtaining rough estimates of termination costs; and determining if sufficient funds are available by fiscal year to execute the task order

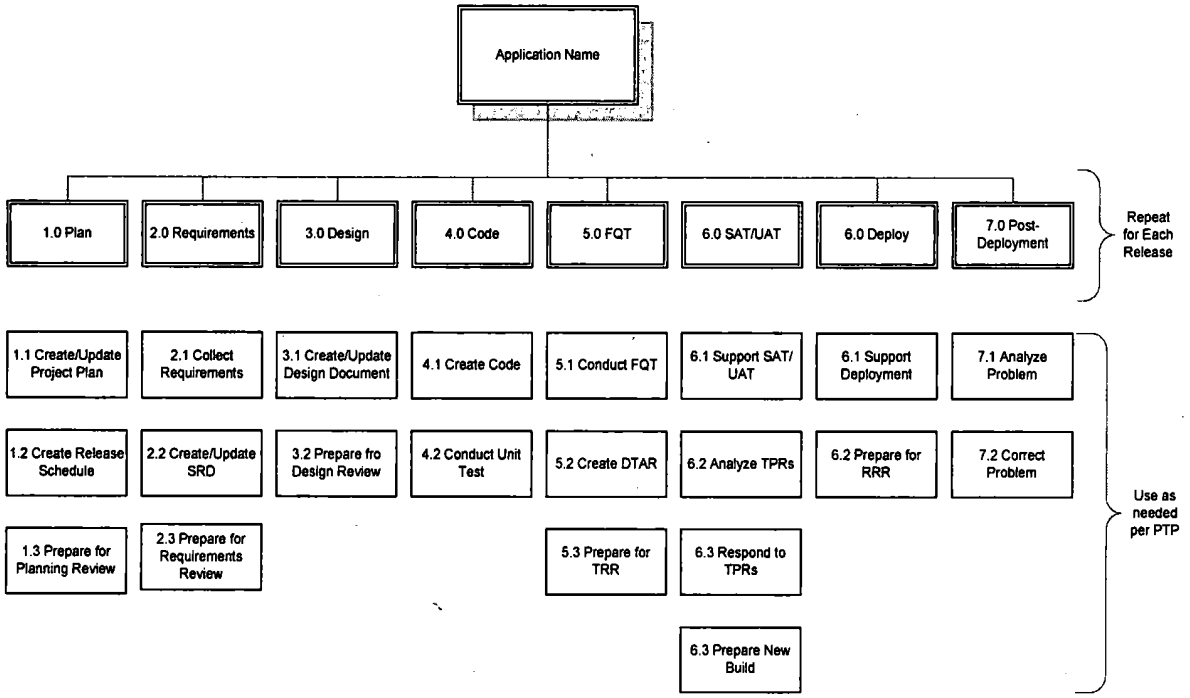

Figure 1: WBS Format

The Contractor shall use the WBS pictured in Figure 1: WBS Format, for EVM reporting conforming to CPR Format 1. There shall be a separate WBS for each application and each release within the scope of this SOW. Each WBS shall contain 1.0 Plan to 7.0 Post-Deployment. If no resources are planned or expended in one or more of the second level activities, then the Contractor shall factor zero budget, and no schedule for those activities, as appropriate. The Contractor shall identify the level three sub-activities that are required to satisfy the higher-level activities as per the release Project Tailoring Plan (PTP), a USCIS SELC artifact that drives all of the reviews and artifacts required for a given release. The level three sub-activities shown in Figure 1: WBS Format are examples only. Modifications to the level three sub-activities are permissible, with the approval of the Government PM or project IT PMs.

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6.3.3 Integrated Baseline Reviews

The Contractor shall plan for and participate in integrated baseline reviews (IBRs). Such reviews shall be scheduled as early as practicable. Typically the IBR will be conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable. IBRs are expected to be held at key points during the task order, such as when new applications are added to the Contract or a major maintenance action is completed. The objective of the integrated baseline review is for the Government and the Contractor jointly to assess the Contractor's planning and performance to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

7. Security

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

7.1 Contractor Employee Access

In accordance with HSAR Section 3052.204-71, Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. System administrator, developers, and database administrators (i.e. those with privilege access) have been identified as high-risk positions and require, at minimum, a successfully adjudicated Background Investigation (BI), according to DHS MD11055, Suitability Screening Requirements for Contractor Employees. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

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

Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning

the protection and disclosure of sensitive information both during and after contract performance.

The Contractor shall include the substance of HSAR Section 3052.204-71 in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

The following definitions are provided as per HSAR Section 3052.204-71:

- Sensitive Information: Any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:
  - Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
  - Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
  - Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and
  - Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.
- Information Technology Resources: Include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

7.2 Unclassified Facilities and IT Resources

The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security. The Contractor is required to install and maintain technical security equipment, such as alarms, cameras (if applicable), and controlled-access equipment. The Contractor must also procure all necessary equipment and materials, and is required to maintain and repair all physical security equipment to ensure it is operating properly. The Contractor is expected to follow NIST and USCIS Security policy. The contractor will provide the degree of physical security protection commensurate with the sensitivity of the USCIS system access and information used for contract performance

7.3 Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Should the COTR or USCIS Office of Security and Integrity (OSI) determine the Contractor is not in compliance with the security requirements of the contract, the Contracting Officer will notify the Contractor, in writing, of the appropriate action that will be taken to rectify any non-compliance to the contract security requirements.

7.4 Interconnection Security Agreements

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

8.0 Deliverables, Performance and Delivery Schedule

The Contractor shall submit the deliverables that are indicated in the Deliverables Schedule to the CO and COTR. Deliverables including Personally Identified Information (PII) shall be provided in Email only if encrypted, and/or by other Government-specified delivery methods

that are capable of safeguarding PII data. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking.

For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. Eastern Standard Time (EST) to 111 Massachusetts Ave., Washington D.C. 205209. Monday through Friday, unless stated otherwise.

All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

Each deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.

In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the CO, COTR and the Government Program Manager. For any task order level deliverable, the Contractor shall provide written notification immediately to the CO and COTR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this date shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.

The USCIS COTR and/or USCIS Project Manager will be monitoring/reviewing the contractor's security requirements, and making or requiring changes, if necessary.

The Contractor does not have proprietary rights to any of the information contained in any of the deliverables provided to the Government, including schedules, EVM reports, budget spend plans, operational analysis, and monthly status reports.

All data entered into Government furnished property becomes the sole property of the Government at the moment the data is input.

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in 6.1 Budget Spend Plan, and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application

- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible.

Within 20 business days of contract award, the Contractor shall provide a sample template of the status reports for Government approval. The Government shall respond with suggested changes or approval within 20 business days, and the Contractor will have until 60 days after contract award to institute Government approved report formats. The Government may request revisions to presentation formation at the beginning of each option year, if needed.

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	**Deliverable**	**Due Dates**
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Equipment Tracking	A method for tracking application GFE (along with the GFE inventory data) on a 24x7 basis that is searchable on data fields	A Government-accepted method shall be in place within 5 months of contract award.
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award
0 4.1.4	Kovair releases	As per application project plan;

Section	Deliverable	Due Dates
Establish and Maintain Application Lifecycle Management Tools		approximate number should not exceed 2 major and two minor per year
	Updated USCIS SELC documentation for each release	Updated at each release
Task Two: Operational Tasks		
4.2.1 Ad-Hoc Reporting	Ad Hoc reports	Scheduled and unscheduled
4.2.2 System Administration	New or rebaselined SWADs for each application	Within 90 days of achieving entry on duty
	Systems Administration & Operations Manual (SOAM) for each application	Updated at each release or newly created as per application project plan if not previously existing
4.2.3 Application User Support	User Manuals	Updated at each release or newly created as per application project plan if not previously existing (delivered in MS Word version consistent with USCIS version at time of delivery).
	Training Artifacts	Updated at each release or newly created as per application project plan if not previously existing
	Job-Aids	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand help	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand training	Updated at each release or newly created as per application project plan if not previously existing
	Computer-based training	Created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.

Section	Deliverable	Due Dates
4.2.4 Database Administration	Systems Administration & Operations Manual (SOAM) maintenance information	Updated at each release or newly created as per application project plan if not previously existing
4.2.5 Application Research and Analysis	Research and analysis reports and briefings	Quarterly
	Section 508 Determinations & Findings Form indicating results of Section 508 market research	Quarterly
Task Three: Maintenance Tasks		
4.3.1 Project Management	Project Management Plans (PMP)	Updated at each release or newly created if not previously existing
	Government-approved Work Breakdown Structure (WBS)	Updated at each release
	Project schedule maintained in a Government-furnished project management application	Each release
	Section 508 Determinations & Findings Form	Each release
	Planning Review Briefing	Each USCIS SELC Planning Review
	Risks, risk status, and risk mitigation strategies	Each release
4.3.2 Requirements Collection, Definition, and Management	System Requirements Document (SRD)	Updated at each release or newly created if not previously existing
	Requirements Traceability Matrix (RTM)	Updated at each release or newly created if not previously existing
	Requirements Review Briefing	Each USCIS SELC Requirements Review
4.3.3 Design	Design Document (DD)	Updated at each release or newly created if not previously existing
	Design Review Briefing	Each USCIS SELC Preliminary and Final Architecture Design Review
4.3.5 Corrective Maintenance	Updated software configuration baselines	As per application project plan

Section	Deliverable	Due Dates
4.3.6 Adaptive Maintenance	Updated software configuration baselines	As per application project plan
4.3.7 Relevance Maintenance	Updated software configuration baselines	As per application project plan
4.3.8 Testing	Test Plan (TP)	Each release
	Test Analysis Report (TAR)	Each release
	Section 508 Test Document	Each release, as required
	Test Readiness Review (TRR) Briefing	Each USCIS SELC TRR
4.3.9 Deployment	Deployment Plan	Updated at each release or newly created if not previously existing
	Version Description Document (VDD)	Each release
	Release Readiness Review (RRR) Briefing	Each USCIS SELC RRR
4.3.10 Post-Deployment	Development Test Analysis Report (DTAR)	Each emergency release
	Version Description Document (VDD)	Each emergency release
	Root Cause Analysis	As requested
	Updated software configuration baselines	Each emergency release
4.3.11 Decommissioning	Disposition Plan	As required
Task Four: Security Remediation		
4.4.1 Information Systems Security Official Support	System Security Plan (SSP)	Updated as required or newly created if not previously existing
	Security Test and Evaluation (ST&E) Plan	Updated as required or newly created if not previously existing
	Security Assessment Report (SAR)	Updated as required or newly created if not previously existing
	Signed Accreditation Letter (ATO)	Updated as required or newly created if not previously existing

Section	Deliverable	Due Dates
	Contingency Plan (CP)	Updated as required or newly created if not previously existing
	FIPS 199	Updated as required or newly created if not previously existing
	E-Authentication	Updated as required or newly created if not previously existing
	Privacy Threat Assessment (PTA)	Updated as required or newly created if not previously existing
4.4.2 Security for Information Technology Resources	IT Security Plan	Within 30 calendar days after contract award
	Proof of IT Security Accreditation	Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government circuits and equipment used for establishing extranet connections
Task Five: Transition		
4.5 Task 5: Transition	Transition Plan	A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities. Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review

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Section	Deliverable	Due Dates
		and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.
General Reporting		
6.1 Budget Spend Plan	Budget Spend Plan Tracking	Report the monthly and cumulative budget spend plan and track against actual costs; reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.
6.2 Operational Analysis	Application Annual Review	Each application annually; dates to be coordinated with IT PMs.
6.3.2 Earned Value Management Reporting	Cost Performance Report (CPR) Format 1: WBS-oriented EVM report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
	Cost Performance Report (CPR) Format 3: Baseline Report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
	Cost Performance Report (CPR) Format 5: Problem Analysis Report/Variance Narrative	Provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports when a variance exceeds 5%.
	Contract Funds Status Report (CFSR)	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
6.3.3 Integrated Baseline Reviews	Integrated Baseline Review	Conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable.
8.1 Status Reporting	Monthly Status Report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
	Sample Monthly Status Report	Within 20 business days of

Section	Deliverable	Due Dates
	Template	contract award, the Contractor shall provide a sample template of the status reports for Government approval. The Government shall respond with suggested changes or approval within 20 business days, and the Contractor will have until 60 days after contract award to institute Government approved report formats. The Government may request revisions to presentation formation at the beginning of each option year, if needed.
Certifications		
9 9. Certifications	Demonstrate operating capability at SEI CMMI Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals.	Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3, and Option Period 4), the Contractor must show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

Table 1: SOW Deliverables

There are multiple deliverables required, some of which are not priced; consequently, there is a deliverables CLIN which is not separately priced to allow for the

8.3 Government Acceptance of Deliverable

The Government will have ten (10) business days to accept or reject Contractor deliverables. The Contractor will be notified in writing by the COTR of all rejected deliverables and include the rational behind the rejection and a short description as to what needs to be completed by the Contractor in order for the deliverable to be deemed acceptable. The Contractor will have three (3) business days to resubmit the deliverable to the Government for final acceptance.

9. Certifications

The Contractor shall be required to demonstrate operating capability at the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals. All SCAMPI A appraisals used as credentials must be conducted by an SEI authorized lead appraiser who is external to the Contractor being appraised.

Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3, and Option Period 4), the Contractor shall show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

The Government reserves the right to at any time post award (no more than once in a six month period) to conduct an IV&V CMMI software process audit using an independent assessor consistent with the ref (a) at the provider's development facility used for USCIS work.

10. Government Furnished Equipment and Information

A list of Government Furnished Equipment (GFE) will be provided with the Task Order Request for Proposal.

USCIS will supply the Contractor with GFE desktops and servers to mitigate the potential spillage of Personally Identifiable Information (PII) data when using Contractor-supplied equipment. No Contractor-provided computing equipment shall be used in the performance of this Task Order. Work performed in accordance with this SOW shall be conducted on GFE and networks. The contractor work-site must be an accredited USCIS extra-net site and receive an ATO from USCIS CIO.

The Government information identified below shall be used in the performance of the work described in this SOW.

Category	Document Name	Publication Number/Applicable Web Site	Ver.	Date
IT Operations	CCRM Manual	http://ccrm.uscis.dhs.gov/	1.0	Jul 2010
	DHS ICCB Change Management Handbook	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86492/DHS+ICCB+Change+Management+Handbook+v3+0.pdf	3.0	Jan 2010
USCIS SELC	USCIS Systems Engineering Lifecycle (SELC)	http://docs.uscis.dhs.gov/dsweb/Get/Document-74928/	3.0 (Draft)	Dec 2009
USCIS ITLM	ITLM	http://docs.uscis.dhs.gov/dsweb/Get/Document-58265	2.0	Feb 2008

EVM	Contract Performance Report (CPR) Format 1	www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-1.pdf	N/A	Apr 2005
	Contract Performance Report (CPR) Format 3	www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-3.pdf	N/A	Apr 2005
	Contract Performance Report (CPR) Format 3	www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-5.pdf	N/A	Apr 2005
	Contract Funds Status Report (CFSR)	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1586.pdf	N/A	Aug 96
Section 508	USCIS Section 508 Policy (ME3-2)	http://docs.uscis.dhs.gov/dsweb/Get/Document-83754/	1.0	Mar 2008
	DHS Management Directive 4010.2	http://dhsconnect.dhs.gov/policies/Instructions/4010.2%20Section%20508%20Program%20Management%20Office%20and%20Electronic%20and%20Information%20Technology%20Accessibility.pdf	N/A	
	DHS Memorandum to Component Heads	http://docs.uscis.dhs.gov/dsweb/Get/Document-62146	N/A	Oct 2008
	DHS Memorandum to DHS Employees	http://docs.uscis.dhs.gov/dsweb/Get/Document-62145	N/A	Oct 2008
	OMB Memorandum	http://docs.uscis.dhs.gov/dsweb/Get/Document-59336	N/A	Nov 2007
Security	USCIS Rules of Behavior	http://isd.uscis.dhs.gov/goverance/default.html	N/A	Mar 2010
	Technical Guide to Information Security Testing (Draft)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86486/Technical+Guide.pdf	0.3 (Draft)	Nov 2007
	Capital Planning and Investment Control (CPIC) Guide	http://mydocs.uscis.dhs.gov/dsweb/View/Collection-15133	0.3 (Draft)	Jan 2008
	Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86488/Information+Security.pdf	2.0	Dec 2007
	Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Doc	2.0	Dec

	(Annex 1)	ument-86489/Information+Security_Ennex1.pdf	Revision 2 Excerpt	2007
	Information Security (Annex 3)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86490/Information+Security_Ennex3.pdf	2.0 Revision 2 Excerpt	Dec 2007
	Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86491/Guide+to+Test....pdf	N/A	Sep 2006
	DHS Sensitive Systems Policy 4300A	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sspolicy.aspx#4300A.	7.2	Apr 2010
	DHS Security Architecture	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/archdocs.aspx	2.0	Nov 2009
	SQL Sever Hardening Guide for DHS	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sscg.aspx	2.1	May 2007
Acquisition	Standard CMMISM Appraisal Method for Process Improvement (SCAMPISM), Version 1.1: Method Definition Document	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86493/SCAMPI+Method+Definition+Document.pdf	1.1	Dec 2001
	National Defense Industrial Association (NDIA) Program Management Systems Committee (PMSC) Earn Value Management Systems Intent Guide	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86494/NDIA_PMSC_EVMS_IntentGuide_Nov_2006_Released_Version[1].pdf	N/A	Nov 2006
Project Management	OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
	OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008

Table 2: Reference Information

11. Contract Personnel

The Contractor shall provide a staffing matrix that identifies the certification type, certification date, and percentage of dedicated staff, by task area, that possess certifications relevant to meeting contract requirements. Acceptable certifications include, but are not limited to:

- MSCE (Microsoft Certified System Engineer) or MCITP (Microsoft Certified Information Technology Professional) on the Windows 2003 Operating System
- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)
- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the Contractor shall notify the Contracting Officer via the Contracting Officer's Technical Representative (COTR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

Program Manager	Overall authority for the Task Order. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.

Technical Director	Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Security Manager	Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM Manager	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the COTR. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

This section provides guidance to vendors responding to the SPAS Request for Proposal.

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate	Minor (X.x.x or

		(X.x)	system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	
Risk Management Matrix	New	New	
Training Plan	New		
Requirements Traceability Matrix	New	New	
Requirements Document	Updated	Updated	
Design Document	Updated	Updated	
Development Test Plan	New	New	New
Development Test Analysis Report	New	New	New
Training Materials	New		
Administrator's Manual	Updated	Updated	
User Manual	Updated		
Section 508 D&F Form	New	New	
Section 508 Test Report	New	New	
Version Description Document	New	New	New
Applicable Gate Reviews			
Planning	✓		
Requirements	✓		
Preliminary Design	✓	✓	
Critical Design			
Test Readiness	✓	✓	
Release Readiness	✓	✓	✓

Table 4: Documentation Estimates

In order to estimate Section 4.1.2 Program Research and Analysis, account for 10 reports with briefings per year. In order to estimate Section 4.2.5 Application Research and Analysis, account for annual Operational Analysis that occurs for each application under the scope of this SOW, and account for 2 reports per year for 10 applications.

While preparing cost estimates, the Contractor is encouraged to make use of the metrics supplied in Appendix 2: Application Support Summary. These metrics can be applied to related tasks in order to gage scope. The complexity of a given application is also supplied in the Appendix. The complexity factor is a subjective measure based on relative complexity of applications when compared among the set of applications covered within the scope of this SOW. For instance, we

consider CLAIMS 4 to be highly complex due to the number of components, interfaces, condition of existing code base, architecture, and maintainability, vis-à-vis the other SPAS applications. The Contractor may want to account for the complexity of an application when determining the level of effort required to accomplish the tasks in the SOW, as they apply to a given application.

The EAGLE ordering guide requires competition of Task Orders under Functional Categories based on the predominance of work. The SPAS requirement is an O&M effort; consequently, it will be competed under FC-2. However, given the volume of maintenance work and the requirement for labor that specializes in software development skills, the Contractor is authorized to propose additional labor categories, as described below:

LC#	FC-4 EAGLE LABOR CATEGORIES REQUIRED IN SPAS
3	Application Developer / Programmer
5	Application Systems Analyst
7	Application Engineer (Intermediate)
8	Application Engineer (Senior)
11	Business Process Reengineering Specialist (Junior)
31	Functional Analyst (Senior)
40	Information Technology Senior Consultant
60	Systems Engineer (Senior)
63	Test Engineer (Intermediate)
64	Test Engineer (Senior)
66	Training Specialist (Senior)

Table 5: Additional Labor Categories

Appendix 1: Application Descriptions and Requirements

Application Support Centers

Biometric Benefits Support System (BBSS)	
BBSS Project	Biometric Benefits Support System (BBSS) supports electronic processing of all applicable applications by checking applicants' masthead data and fingerprints against Federal Bureau of Investigation (FBI) files. This involves connecting live-scan devices located at Application Support Centers (ASC) across the country to electronically transmit applications to the FBI for processing. Support is required for connecting Case Management System (CMS) live-scan devices located at ASCs across the country to the BBSS mail server(s) that will electronically transmit photo, signature, fingerprint, and receipt number to the applicable CLAIMS system for processing. The Integrated Automated Fingerprint Identification System (IAFIS) server portion will process FD-258 information received from BBSS on an Oracle platform. One of the areas of Contractor support includes FBI billing reconciliation. The Contractor shall reconcile FBI billing with DHS submissions. Each application fingerprint submitted to the FBI is charged a fee for processing. In order to ensure billing accuracy, the Contractor shall electronically match DHS submissions to the FBI bill, identifying total matches; discrepancies; previous billed items; and items not billed on a monthly basis. A component of the BBSS project is naturalization testing, which provides support to facilitate electronic testing for U.S. Naturalization and replace the current hand written testing and manual mailing process. Biometric Benefits Support System hardware consists of BBSS Central, Web. Mail, Database Servers and Primary Domain Controller. BBSS is a non-COTS software is coded in Visual Basic and C.
BBSS Objectives	Biometric Benefits Support System functionality will eventually be subsumed by the Customer Profile Management System (CPMS), after which point BBSS will be decommissioned Sept 2013.
BBSS Coordination	Coordination with the Application Support Division, ASCs, and Service Centers, through OIT, will be required.
BBSS Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
BBSS Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the BBSS application.

Customer Profile Management System (CPMS)	
CPMS Project	The Customer Profile Management System (CPMS), including the Biometrics Storage System (BSS) component, is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires implementation of new strategies, systems, and initiatives to support the various application processes. CPMS was designed to facilitate the USCIS background check process. USCIS conducts background checks on applicants/petitioners during benefit adjudication. When deployed, CPMS will provide centralized electronic routing, storage and processing of name check requests and results, as well as receiving request and result data for FBI fingerprint checks. The CPMS is a web-based application hosted at the USCIS data center in Manassas, VA. The application executes on an IBM AIX platform and utilizes Oracle 9i; IBM Web Sphere and MQ Series secure messaging and is nearing deployment readiness. Release 1.0 of CPMS will provide canned report capability via the Actuate reporting tool, which includes reports for the users, billing and other administrative reports. Release 1.1 will provide Ad-Hoc reporting capability for the users. As this is a new system there are anticipated to be minimal requirements for Ad Hoc reports to be provided by the Contractor at this time, however the Contractor shall create canned reports for use by the user community. The Contractor shall support the capture, processing, storage, and recommend improvements and standardizations for using biometric response data as part of the background check service. The Contractor shall research emergent technologies to enhance the current processes of securely utilizing sensitive biometric response data, develop any necessary business re-engineering plans, and implement as directed. The Contractor shall investigate appropriate new technologies, functionalities, and processes; present the value to USCIS as it relates to the current or proposed business practices; and implement as directed. The Contractor shall investigate, prepare a business case, and recommend new hardware and software technology as agency requirements change and the biometric and imaging industry evolves. The Contractor shall implement the new technology as directed by USCIS management. The Contractor shall investigate, analyze, and prepare a whitepaper on upgrading and or selecting new tools and/or techniques for the application software and utilities or new hardware environments. For software, this could be using new software development language(s) for preparing the applications, user interfaces, or implementing new features within the application. For hardware, this could include moving to new platforms or components. For both, this may include moving to new hardware and new versions of the major COTS components or developed software. For example, the conversion of the servers from IBM AIX Servers to SUN Servers and the use of the current version of Oracle is one such combination task. All recommended upgrades to the CPMS application shall be in alignment with the USCIS Enterprise Architecture.
CPMS Objectives	The Contractor shall prepare and deliver a comprehensive five-year plan that addresses software and hardware issues necessary to meet USCIS senior management/mission objectives (e.g. Congressionally mandated Temporary Worker Program etc, etc.). This plan must include estimates of the amount of data to be stored and the number of users (total and concurrent), the major software to be developed,

	and the associated hardware components necessary to support the plan. The software portion should address the major initiatives and include cost estimates for development, deployment, and ongoing maintenance. The purpose of this effort is to provide sustainment support services for CPMS in a way that will ensure the application becomes fully operational as soon as possible, and remains fully functional throughout its operational lifecycle to support the overall DHS USCIS OIT mission in an efficient and cost effective manner. As a result, the intent of the OIT is to secure the minimum level of technical support services necessary to meet this goal. The overall objective of CPMS is to phase out USCIS legacy biometric applications, provide biometric services on the Enterprise Service Bus (ESB), provide a modernized and standardized IXM [Automated Biometric Identification System (IDENT) Exchange Messaging] interface based on the National Information Exchange Model (NIEM).
CPMS Coordination	The Contractor shall coordinate with Enterprise Services Division (ESD)/Application Service Center (ASC) and Transformation Program Office's (TPO) Integrated Operating Environment (IOE).
CPMS Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CPMS program applications to malfunction. The principal areas of software maintenance include the CPMS application software including scripts operational on any of the platforms in the multi-tier configuration, requirements gathering to support software maintenance, interfaces with other applications, and Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS as applicable to the background check processes. The Contractor shall define, design, implement, test, and deploy enhancements to adapt CPMS to receive process, store, and present additional background check data as directed by USCIS OIT management, as follows: • Make the biographic data available via a user interface (e.g., web-based application or otherwise). • Continue to receive, process, and securely store background check data from other systems, directly or via an interface such as the Background Legacy Translator (BLT). • Revise the internal and external interfaces (e.g., automate the interface with the FBI and legacy Systems), and incorporate the recommendations of the various working groups.

Employment Applicant Submissions System (EASS)	
EASS Project	The purpose of the Employment Applicant Submissions System (EASS) is to support electronic processing of USCIS employees applications by checking applicant's masthead data and fingerprints against FBI files. This involves connecting dead-scan devices located at USCIS Employment Offices in Burlington, VT and Washington, D.C to the Vermont Service Center (VSC) that will electronically transmit applications to the FBI for processing. Fingerprint images and masthead data will be transmitted from dead-scan devices at an Employment Office, then to the VSC via the DHS Wide Area Network, and then forwarded to the FBI on the Criminal Justice Information Services Wide Area Network. From the VSC, 10-print data, formatted according to Electronic Fingerprint Transmission Specification (EFTS), will be forwarded to the FBI via encrypted T-1 connections. The FBI will return rejections, identification, and non-identification responses to the VSC, which will then send the result directly to the USCIS Employment Office. Employment Office personnel will review responses from the FBI and initiate appropriate action.
EASS Objectives	Continue supporting the Vermont Service Center.
EASS Coordination	Coordination with the Application Support Division, and VSC through OIT, will be required.
EASS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

FD 258 Enterprise Edition (FD258 EE)	
FD258 EE Project	The Department of Homeland Security (DHS) requires that the Federal Bureau of Investigation (FBI) conduct a criminal background investigation on any alien applying for DHS benefits. This investigation is initiated when the DHS submits fingerprint information to the FBI. The Integrated Automated Fingerprint Identification System (IAFIS) client will process, manage, and track FD-258 card information on an Oracle platform. The IAFIS system has replaced the Machine Readable Data (MRD) system. All fingerprint cards are now sent electronically to the Federal Bureau of Investigation (FBI). Fingerprint cards from overseas are scanned in and transmitted electronically. It was designed to accommodate any application that requires an FBI interface. The system will support integrating evolving technologies with existing facilities and databases and will provide a single process to handle FD 258 Enterprise Edition (FD258 EE) card information in the four DHS Service Centers located in Nebraska, Texas, California, and Vermont. In addition, the system will support any application requiring an FBI interface (e.g., CLAIMS 3 and CLAIMS 4). The IAFIS server portion will process FD258 EE information received from the Biometric Benefits Support System (BBSS) on an Oracle platform. Information is received by the FD258 EE system and passed to CLAIMS 4 and FD 258 Mainframe (FD258 MF) system, which in turn sends information to the other systems (e.g., CLAIMS 3, CLAIMS 4, RAPS, and RNACS). The primary function of FD258 EE is to provide an automated ability to manage fingerprint submissions and results. It was designed to accommodate any application that requires an FBI fingerprint results. It handled physical transactions (e.g., MRD) in the past and now handles electronic (e.g., IAFIS) fingerprint transactions.
FD258 EE Objectives	The FD 258 Enterprise Edition may be decommissioned, and its functionality rolled into the Customer Profile Management System (CPMS). There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
FD258 EE Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required.
FD258 EE Maintenance Requirements	The Contractor shall perform minor corrective action periodically, as needed.

Fingerprint Masthead Notification System (FMNS)	
FMNS Project	The Fingerprint Masthead Notification System (FMNS) is a fingerprint card processing software that will enable CIS offices and CIS-contracted services to print masthead information on the FD-258 applicant fingerprint card. The printed information will also be in a machine-readable barcode format for subsequent loads into other CIS-related systems. The software will also be able to produce schedule and reschedule notices with 2-D barcode labels. Application Support Center (ASC) personnel will use the FMNS to schedule or reschedule applicants for fingerprint processing at ASCs. First, the operator will scan in an applicant's masthead information via a 2-D barcode printed onto the applicant's notification letter, or type in the applicant's masthead information in the data entry screen. The scanned barcode stores the basic demographic information such as name, address, Originating Case Agency Identifier (OCA) number, FBI number, Armed Forces Number, Social Security Number (SSN), Alien Registration Number or A-number, date of birth, local ORI, gender, race, height, weight, eyes, hair, place of birth, and other fields pertinent to the barcode history. The operator may manually data-enter any of the applicant's remaining demographic information that was not originally scanned in by the barcode scanner. The Fingerprint Masthead Notification System can then automatically print the applicant's information onto the FD-258 fingerprint card. This card is used for all CIS benefits requests. The Fingerprint Masthead Notification System keeps track of how many applicants have been scheduled into each fingerprinting location. The Fingerprint Masthead Notification System currently runs in a stand-alone workstation. Minimum client workstation requirements are: Dell Optiplex GX110 series (standard USCIS issue in the field site) with minimum 1 GB of hard drive capacity, 64 MB random access memory (RAM), Pentium III 450 MHz processor, 10/100 Base T Ethernet PCI card, CD-ROM drive, 3.5" floppy disk drive, 16-bit color monitor, keyboard, mouse, HP network printer (4000/4050/4100TN/4SI/5M), and Symbol 1-D/2-D Barcode Scanner Model: LS4804-1000A.
FMNS Objectives	The objective is to retire the system and include the functionality into L1 software.
FMNS Coordination	Coordination with the Application Support Division and Immigration and Customs Enforcement (ICE). through OIT, will be required.
FMNS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Scheduling and Notification of Applicants for Processing (SNAP)

SNAP Project

The Scheduling and Notification of Applicants for Processing (SNAP) system is designed to facilitate the scheduling of applicants at Application Support Centers (ASC), mobile sites, or Designated Law Enforcement Agencies (DLEAs) for fingerprint processing. Currently, the four Service Centers are each using a different scheduling system, in some cases self-devised, which sometimes leads to multiple applicants being assigned the same time slot, or an ASC being assigned more applicants than it has the capacity to handle in a given day. Scheduling and Notification of Applicants for Processing will prevent this over-scheduling and unify the scheduling process among the Service Centers. Additionally, Service Center personnel will not have to maintain any ASC-related tables; these will all be maintained centrally at HQ, USCIS.

Operators interact with the system to perform a single primary function: data entry. Each ASC will have specific hours during the week that are available for scheduling by Service Centers, and an associated number of applicants that can be handled during each available hour. Scheduling and Notification of Applicants for Processing automatically schedules the applicant into the most appropriate fingerprinting site, based on the data entered. If that site has no available slots, the operator is notified, and the applicant is stored for later scheduling by an administrator. The applicant will normally be scheduled between 28 and 42 days in the future.

SNAP consists of five main software modules: New Applicant Screen, Search Applicant, Search Attorney Screen, View ASC Capacity, and the Auto Print Screen. The following are descriptions of each unit:

- New Applicant Screen - This is the main screen that handles all scheduling and rescheduling of applicants, including the retrieval of applicant information after the applicant search returns a record set. The attorney information is also displayed in read-only format. Updates to the applicant information can be made on this screen. The ASC capacities are also viewable in this screen during the applicant scheduling process, and notifications can be printed. Applicants may also be added to a group and all members of the group scheduled in the same time block.
- Search Applicant - This screen allows the search of applicant information based on search criteria fields: A-number, SSN, First Name, Last Name, Notice Date, ASC Code, Operator ID, Appointment Date, and Schedule Status. The returned results are listed along with the count of records.
- Search Attorney Screen - This screen allows the search of attorney information based on search criteria fields: Last Name, First Name, Middle Initial or any other searchable fields: Title, Suffix, Street Address, City, State, ZIP Code, and ZIP Code Extension. Once results are displayed, the operator can pinpoint to the details of the record of interest and attach the information to the current applicant.
- View ASC Capacity - This screen allows the operator to view ASC capacities for the ZIP Code that was entered in. It displays the ASC Site and the location state. Upon zeroing in on an ASC, the operator can view capacity dates, original, and remaining capacities as well as be able to print the capacity volumes.
- Auto Print - This screen functions as the print view list of the past ten runs that have been scheduled via the auto-scheduling functionality, currently an overnight process. Zeroing in on applicants that have been scheduled and printed will be displayed in the Print Run Details screen. Operators will also be able to perform the print notification operation for all scheduled applicants that have been scheduled but not printed.

SNAP Objectives	The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed in the Transformation Program Office's (TPO) case management system.
SNAP Coordination	Coordination with the Application Support Division, Office of Field Operation, and TPO, through OIT, will be required.
SNAP Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
SNAP Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the SNAP application.

Site Profile System (SPS)	
SPS Project	The Site Profile System (SPS) was developed by USCIS Office of Field Operations (OFO) as a one-stop resource to provide information on USCIS Application Support Center (ASC) operations around the country. The Site Profile System improves USCIS ASC managers' ability to manage appointment workload and backlog; as well as facilitate the management of appointment allocations and staffing at individual ASCs. The overall goal of the SPS is to provide ASC managers with better access for retrieving and reviewing ASC scheduling workload data including weekly and monthly scheduled appointments, appointment backlog, and backlog by appointment type. The Site Profile System receives data from CLAIMS4 and the Scheduling and Notification of Applicants for Processing (SNAP) application daily and creates weekly reports on Fridays. These reports are distributed to the ASC offices. The Site Profile System also updates the ASC personnel information as required. This system hosts the Sticker Issuance and I-90 Manifest System (SIIMS) database which is updated regularly. One of the duties of the ASC offices is to issue I-90 renewal stickers. These stickers are numbered. The information for the applicant, and the sticker numbers are entered into an ASC local data entry program and are emailed periodically to headquarters. Periodically the sticker data attachments to these emails are removed and imported into the SIIMS database (a subset of the SPS system). Conducting the analysis for Haitian TPS was also done by using SPS. The Site Profile System platform is MS Windows. The hardware consists of one Dell Power Edge 2600 server running SQL 2K EE SP3, and one Dell Power Edge 2600 server, MS IIS 6.0 web server located at a USCIS data center. The Site Profile System uses the following software: ▪ MS SQL Server 2005, EE database that houses and maintains the data for a period of 60 days ▪ MS IIS 6.0 for web services

	▪ Oracle 11g client ▪ SQL Server Integration Services (SSIS) packages for downloading the data from CLAIMS4 and SNAP ▪ Graphical User Interface (GUI) for updating information and viewing on-demand reports ▪ Adobe Acrobat for printing the reports from HTML format to PDF format ▪ Utilities for inputting zip code information into the database Currently, there are approximately 25 registered users of SPS, with plans to bring in 300 more ASC users. Users include members from USCIS Headquarters, ASCs, and Service Centers.
SPS Objectives	The Site Profile System provides analysis capabilities for the ASC Supervisors who are required to make relevant decisions regarding scheduling and staff needs.
SPS Coordination	The Site Profile System receives appointment data and backlog information from two major system sources: CLAIMS4 and SNAP. CLAIMS4 data includes new citizenship applications (N400s), and SNAP data includes all other applications (including N400 reschedules).
SPS Maintenance Requirements	The Contractor shall perform maintenance activities as directed by the IT PM. No maintenance activities are known at this time.

Visa Services	
VISA Services Project	In September 2006, USCIS and the United Kingdom Border Agency (UKBA) reached an agreement that would allow applicants for United Kingdom (UK) visas to provide fingerprint information at USCIS Application Support Centers (ASC). This enables the UKBA to pre-screen visa applicants for entry into the UK. United States Citizenship & Immigration Service ASC offices were already equipped to fingerprint applicants for U.S. benefits. United States Citizenship & Immigration Services leveraged the use of the existing ASC capability to capture UK visa applicants' fingerprints. The outcome of this capability is named the UK Visa System and its mission is to transmit the UK Visa applicants' fingerprints to the UKBA fingerprint vetting systems in London. The UK Visa system uses the existing USCIS Biometric Benefits Support System (BBSS) systems to package the fingerprint in a mail message which is transmitted via a dedicated and secure mail relay server located at a DHS data center. The mail relay connects to the UKBA via a VPN tunnel over the Internet. As per the memorandum of understanding between USCIS and UKBA, no UK Visa data is retained by USCIS. United States Citizenship & Immigration Services captured 92,877 sets of fingerprints during the 12-month period ending in June 2010. The UK Government reimbursed USCIS approximately $3.4 million for this recent 12-month period.

VISA Services Objectives	Visas Service will expand to implement joint projects with other countries that also use USCIS ASCs for biometric enrollment and data sharing capabilities. A feasibility study has been conducted to analyze and determine the viability of the project. Discussions with Canada are taking place regarding their participation in Visa Services.
VISA Services Coordination	The Contractor will be required to coordinate activities with the BBSS project team, and representatives of countries who participate in Visa Services.
VISA Services Maintenance Requirements	The Contractor shall support a technology refresh for Visa Services equipment. Known items requiring a refresh are two servers in FY11.

Customer Service Directorate

Customer Management Interface System (CMIS)	
CMIS Project	Customer Management Interface System (CMIS) is a customer queuing and information gathering system that manages the flow of traffic within field offices. It also gathers information and statistics about the kinds of services that customers receive while in the office, such as time spent waiting, time spent with an ISO/adjudicator, and types of services offered. Reports about the information collected can be generated with CMIS. The Customer Management Interface System is comprised of the following components: • Q-Flow version 3.2 by ACF Technologies, Inc. • Q-Flow Web-Agent Software: Standard Functionality, Announcer, PC Display, Gateway • Q-Flow Web: Windows 2000 (Windows 2003 Server recommended), MS IIS .0 • Q-Flow Database: Microsoft SQL Server 2000 Standard • MS Office XP Web Components • Q-Matic by Q-Matic Sweden AB • Q-Win, Q-Next • MS IE version 5.x or greater • MS ASP.Net for custom development of Q-Flow
CMIS Objectives	The objective of CMIS is to standardize the customer experience and continue to roll out the capability to USCIS offices.
CMIS Coordination	The Contractor must proactively coordinate all application activities with InfoPass, eCISCOR, and e-Pass.
CMIS Operational Support Requirements	As CMIS is rolled out to additional field offices, the Contractor shall identify optimal hardware and software placement that is appropriate for the various field office configurations. The Contractor shall conduct telephone and e-mail interviews to survey the as-is and desired to-be configurations of sites that will received CMIS. The Contractor shall coordinate with third party vendors to install CMIS-related hardware and software. Coordination typically involves working with the video vendor to ensure LCDs, speakers, and cables are installed at the pre-determined locations, and ensure the CMIS audio and video servers are installed.
CMIS Maintenance Requirements	The Contractor shall enhance the Q-Flow traffic management function by adding customer categories. The Contractor shall support the integration of CMIS products with other COTS and COTS products to improve performance and enhance the gathering of customer service statistics, such integrating Q-Flow with InfoPass and ePass.
CMIS Application User Support	The Contractor shall maintain distance learning modules and servers, and create and maintain additional learning modules, manuals, CDs and any other such material as requested by the IT PM. The Contractor shall provide CMIS training to Government trainers, SAT testers,

	USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. In-person user and system administration training is required upon initial deployment of CMIS to local and regional offices which generally occurs 12 times per year. Training is also required when CMIS processes and/or functionality changes and when new offices are launched. Training for new offices is to be done in person at the site. Refresher training is offered to field offices on an as-needed basis, averaging one office every two months or as USCIS needs dictate.

Customer Relationship Interface System (CRIS)	
CRIS Project	The Customer Relationship Interface System (CRIS) is a multi year/multi phased web based system, accessible through the USCIS.gov website that provides customers with pending immigration benefit application case status information and estimated processing times; a web-based method for customers to report a change of address; a service request tool for the 1-800 customer call center representatives to record reported issues with pending cases such as typographical errors or non receipt of a document; and allows USCIS personnel to record the issue resolution, such as a response letter, email, or telephone conversation with the customer who reported the issue. There are five components to CRIS, each having a different purpose as outlined below. All components combine for the primary purpose of enhancing customer service at USCIS. Each component is contained within the CRIS hardware/software framework. • Case Status Service On-line (CSSO), including portfolios and the helpdesk for same • Customer Service Gateway (CSG) • Service Request Management Tool (SRMT) • Change of Address Online (CoA) • E-Request (EREQ) Case Status Service On-line (CSSO) provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can create a portfolio of cases to monitor case status information and receive updates via email and/or receive a text message announcing an update. Government personnel access the system to view the current information, usually during the creation of a service request in SRMT. This allows the USCIS personnel the ability to verify the pending status and the processing timeframes prior to creating a service request. Additional tools available through CRIS are the Civil Surgeon Locator (CS), the Office Locator (OL), and Processing Times (PT). These three tools can also be accessed independently through links on the front page of uscis.gov. The CRIS Customer Service Gateway (CSG) is designed to display on the USCIS Customer Service Representative's screen the appropriate scripts for answering a customer's question. These scripts are tailored for Tier 1 call center representatives to explain laws, regulations, and USCIS forms information in response to customer questions. No PII is collected in this component of CRIS.

	The Service Request Management Tool (SRMT) provides USCIS customer service staff the ability to record Service Requests (SR) from customers to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is pending a decision. A Service Request is a record of a customer's reported issue with a pending immigration benefits application or petition. Typical issues include typographical errors, the non-receipt of information, change of beneficiary information, and cases not processed within USCIS stated processing times, etc. SRMT provides USCIS the ability to send the service request to the appropriate USCIS location for resolution and then to record the resolution of the issues by response letter, email or telephone correspondence to the customer who reported the issue. Change of Address Online allows certain customers to readily meet the federally mandated requirement to notify USCIS of any change of address. Customers may electronically submit their Form AR-11, *Alien's Change of Address Card*, and print their completed Form AR-11 for their records. If they have pending applications or petitions with USCIS, they can create a service request notifying USCIS of their new address. e-Request allows a customer to create an e-Request for a limited number of issues with very specific criteria: forms I-90 and N-400, if they meet the criteria of an "Outside Normal Processing Time" (ONPT) service request; and a "Non-Delivery of Other Notice" service request for Form I-90 if the customer has not received a notice scheduling them for fingerprints and photographs. These two forms generate the largest number of ONPT service requests when customers call USCIS to inquire on the status of their case. The CRIS reporting tool, ShowMe, gathers data and allows for statistical tracking of Service Requests submitted through SRMT and e-Requests. At the present, CRIS is physically located at a USCIS Data Center and is configured using the hardware/software list below: • Web Server – Dell PowerEdge 2950 running Windows 2003 Server and IIS 6.0 • Application Server - Dell PowerEdge 2950 running Windows 2003 and Caucho Resin 3.0.x • Database Server – IBM pSeries 660 running AIX 5.x and Oracle 9.2.08. USCIS is currently undertaking a migration of this application to a new facility that utilizes virtualized servers. Deployment to the new facility is scheduled at the end of 2010. A component of CRIS is the Customer Management Interface System (CMIS), which is a customer queuing system that manages the flow of traffic within local offices. It also gathers information and statistics as to the kinds of services that the customers receive while in the office.
CRIS Objectives	The objective of CRIS is to provide an easily accessible and accurate means by which customers or their representatives can interact with USCIS regarding case status, processing times, change of address requests as well as a means to support inquiries regarding outside normal processing time requests. The Customer Relationship Interface System provides customers access to this information via an intuitive web interface, or through a 1-800 customer call center. The Customer Relationship Interface System must continue to offer enhancements and tools that help support USCIS' customer-centric mission, and that facilitate in the development of partnerships with other agencies and organizations on data requirements and expand the electronic exchange of data mission-partners, including federal, state, and local agencies and the private sector. CRIS must be able to provide timely access to database information for such purposes as data analysis or ad hoc reporting as requested by USCIS or other Government agencies or as directed by the IT PM. Information regarding benefit case status; processing times; change of

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	address (CoA) requests and customer case processing must be able to be queried and presented. Customer Management Interface System must continue to provide offices with the ability to track customer flow within their offices and to gather statistical analysis. This analysis can also provide a human capital analysis to determine the staffing needs in local offices.
CRIS Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO) and Verizon HostConnect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
CRIS Maintenance Requirements	The Contractor shall sustain CRIS and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from the CRIS system to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from CRIS to the TPO solution. The Contractor must provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with CRIS such as interface modules, data/voice circuits (such as Verizon HostConnect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
CRIS Application User Support	The Contractor shall maintain distance learning modules, and maintain the CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide CRIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM.

National Customer Service Center Siebel at Tier 2 (NCSC Siebel)	
NCSC Siebel Project	The are two components to the National Customer Service Center (NCSC) Siebel at Tier 2 application: content management system sustainment and computer telephony integration sustainment. The content management system is based on Siebel with an Oracle database, and resides at the National Customer Service Center's (NCSC) Eastern Telephone Center. It contains USCIS laws, regulations, forms, links to external sites, and gathers information collected during telephone calls. This information is then "popped" to Tier 2 information service officers through computer telephony integration. Siebel/Oracle content management system and Siebel's Computer Telephony Integration (CTI) and Customer Relationship Management (CRM) integration will display the "call record" information on each immigration information officer's desktop when a call is received, to include Soft Phone capability. Telephony integration sustainment requires the Contractor to act as a liaison between Government and the telephony integration vendor (currently Verizon Business), who provides call delivery logic and hosted intelligent call routing services to USCIS. The Contractor shall be cable of supporting the integration and call delivery from hosted intelligent call routing system (Genesis) to the NCSC Siebel CRM system Tier 2.

	The NSCS Tier 2 Call Center Information Service Officers (USCIS Adjudicators) access CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), and National File Tracking System (NFTS) to address immigration issues that deal with pending as well as processing cases. Calls referred to NCSC Tier 2 Information Service Officers deal specifically with case information that cannot be retrieved by Tier 1 call center staff. The Siebel CRM takes the call transfer which includes generic caller information (no PII), however once the Tier 2 Information Service Officer receives the ticket, they have authenticated access to CLAIMS and support subsystems to address case-specific questions.
NCSC Siebel Objectives	Government staff at the Customer Service Directorate is responsible for maintaining the content that is populated in the CRM. The Contractor is responsible for sustainment activities that ensure the Siebel call center platform and pertinent interfaces operate properly, such as linkages with CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), National File Tracking System (NFTS), and any internal and external links. The Contractor shall maintain the integrity of telephony integration and provide maintenance support for future interconnections between Siebel CRM and other USCIS supported systems.
NCSC Siebel Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO), the Customer Service Directorate, and Verizon Host Connect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
NCSC Siebel Maintenance Requirements	The Contractor shall sustain the Siebel CRM and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from or to the Siebel (and interfacing CRIS) systems to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from Siebel (and interfacing CRIS) to the TPO solution. The Contractor shall provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with Siebel/CRIS such as interface modules, data/voice circuits (such as Verizon Host Connect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
NCSC Siebel Application User Support	The Contractor shall maintain distance learning modules, and maintain the Siebel/Oracle/CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide Siebel training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. Contractor shall ensure latest versions of Siebel and Oracle are used and shall be available to coordinate any changes in mapping, content, or structure.

Field Operations

Computer-Linked Application Information Management System 3 (CLAIMS 3)	
CLAIMS 3 Project	The Computer-Linked Application Information Management System 3 (CLAIMS 3) was established as an umbrella system that incorporates casework-oriented processing of DHS benefits, including application receipt, adjudication, and notification. The CLAIMS 3 umbrella major components are: CLAIMS 3 Mainframe (MF), Marriage Fraud Amendment System (MFAS), CLAIMS 3 Local Area Network (LAN), Customer Relationship Interface System Interface (CRISI), Biometric Retrieval Unit (BRU), Adjustment of Status (AOS) scheduler, Family Based Adjustment of Status Interface (FBASI), RAPS Employment Authorization Document System (RAPSEADS), Automated Premium Processing e-mail System (APPLES), I-512L, Travel Document Personalization System (TDPS) Push Utility, Interim Interagency Border Inspection System (IBIS), Electronic Filing Interface (EFI), Data Viewer Utility, National File Tracking System interface (NFTSi), and the Security Administration toolset. Each of these components are described in greater detail below, but functionally operate as a single umbrella system. **CLAIMS 3 Mainframe:** CLAIMS 3 MF supports and maintains casework for applications and petitions for benefits by aliens. Additionally, CLAIMS 3 MF facilitates the adjudication and notification process for the examinations program. CLAIMS 3 MF also serves as the repository for all data processed in the CLAIMS 3 LAN systems at the four Service Centers, the Missouri Field Processing Center, the Administrative Appeals Office, and the Baltimore District Office through daily batch runs. The seventh CLAIMS 3 LAN system, in Missouri, does not interface directly with CLAIMS 3 MF. The adjudication system in CLAIMS 3 MF has two primary components: an online data entry and adjudication system, and a system of batch runs on an inquiry/update system, which extracts and reports data and provides interfaces with other systems. CLAIMS 3 MF also includes MFAS. **CLAIMS 3 LAN:** CLAIMS 3 LAN provides USCIS with a decentralized and geographically dispersed LAN-based mission support case management system, with participation in the centralized CLAIMS MF data repository. Originally developed to track the receipting of applicant/petitioner remittances and to produce notices documenting the remittance, CLAIMS 3 LAN functionality now includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, Application Support Center image capture, and production statistics, scheduling, and status updates. CLAIMS 3 LAN uploads daily case-transaction data to the CLAIMS 3 MF (the central repository for CLAIMS 3 case data). The CLAIMS MF distributes CLAIMS 3 LAN information across other DHS and non- DHS systems. Customer Relationship Interface System Interface provides capacity to respond to public inquiries by automating specific types of database lookups that would have required operator assistance. Family Based Adjustment of Status Interface provides automated ingestion into CLAIMS 3 LAN from fee receipting performed by Lockbox. RAPS Employment Authorization Document System sends Employment Authorization Document requests from RAPS to the Nebraska Service Center for processing. Automated Premium Processing E-mail System prepares and sends e-mail messages to customers that filed premium processing applications. The I-512L utility prints advance

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	parole documents based on adjudicated cases within CLAIMS 3 LAN. Data in CLAIMS 3 LAN in NBC can also be made available for the District Offices to access and update via the Interim Case Management System (ICMS). To support CLAIMS 3 deferred maintenance, CLAIMS 3 program optimization is required to reengineer CLAIMS 3 to implement security hardness and privacy optimization, re-host the CLAIMS 3 application, and migrate affected CLAIMS 3 database(s) to remediate outstanding security deficiencies, such as Certification and Accreditation (C&A), and various audits of CLAIMS 3 are completed.
CLAIMS 3 Objectives	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2011 • Transition from transactional database to relational database by FY2011 • Correct all Section 508 issues by end of FY2013 • Transition to Transformation Program Office (TPO) solution by FY2014 The objectives for the CLAIMS 3 MF are as follows: • Migrate to a DHS data center by end of FY2011 • Correct known systems issues • Update business rules as needed for legislative, policy, or regulation changes
CLAIMS 3 Coordination	CLAIMS 3 Development team will need to coordinate with the Enterprise Service Bus (ESB) team, Service Center Operations (SCOPS) Directorate, Field Operations Directorate, Enterprise Services Directorate, and Office of Intake and Document Production. The Contractor shall be required to coordinate with the following external agencies: CBP, ICE, OIS, DHS HQ, GAO, OIG, and DoS. It is envisioned that CLAIMS 3 LAN will be subsumed by USCIS TPO solution by FY2014. CLAISM3 LAN team must support and collaborate with the TPO team as needed.
CLAIMS 3 Maintenance Requirements	In addition to performing maintenance actions to meet the objectives described above, the Contractor shall perform sustainment activities on CLAIMS 3 using Pervasive SQL and/or other USCIS and DHS-approved tools. The Contractor shall assist with system operations and upgrade support, which includes preparation and participation in upgrades that affect the CLAIMS 3 server operating system, database management system, and/or server hardware. Upgrades typically occur two to three times per year. The Contractor shall be required to have a database administrator to maintain both the logical and physical models of the database and maintain the data dictionary. Congressional mandates and policies impacting CLAIMS 3 are possible within the scope of this SOW. The Contractor shall make required modification to CLAIMS 3 LAN to support law or rule, as directed by USCIS.
CLAIMS 3 Application User Support	The Contractor shall provide on-site network and application support at the Administrative Appeals Office and Baltimore District Office. The Contractor shall provide dedicated on-site support between 8:00am and 8:00pm EST to be shared primarily between these two sites and secondarily among the 4-Service Centers and NBC.

Computer-Linked Application Information Management System 4 (CLAIMS 4)

CLAIMS 4 Project

Computer-Linked Application Information Management System 4 (CLAIMS 4) is the primary case processing system for the adjudication of applications for naturalization (N-400). Initially developed and deployed over a 5-year period (from October 1995 to December 2000), CLAIMS 4 is currently operational at 98 locations nationwide (four Service Centers, the National Benefits Center, 88 Field Offices, four overseas Field Offices and Headquarters) and offers a standardized automated process for adjudicating naturalization and citizenship applications.

Computer-Linked Application Information Management System 4 is a multi-tier client/server workflow management system designed to:

- Support high-volume processing of naturalization applications received by USCIS at the JP Morgan Chase Lockbox facility
- Capture fee information from the lockbox for financial record control
- Support and record the results of the adjudication of each application
- Provide case status to applicants (customers) throughout the period of case processing
- Provide primary case processing for the adjudication of applications for naturalization (N-400)
- Improve USCIS fee and fund accountability by utilizing the lockbox
- Provide automatic scheduling for fingerprints, interviews, and oath ceremonies.

Computer-Linked Application Information Management System 4 software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling.

The Computer-Linked Application Information Management System 4 application has initially been divided into modules, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamically linked library (DLL). The Computer-Linked Application Information Management System 4 modules include the following:

- Receipting
- Adjudication
- Batch Status Update (BSU)
- Case Status
- Case Management (CM)
- Scheduler/Batch Scheduler
- Notices
- Reports
- Oath Ceremony Management (formerly DocProd)
- System Maintenance
- External Interface

	• Workflow Admin These modules were designed to be stand-alone components that do not require support from the other subsystems for execution and are launched from the main switchboard. Some of the components provide both a graphical user interface (GUI) and a public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface provides functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for execution.
CLAIMS 4 Objectives	The primary objective of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization, N336, N600, N565, and N470, applications; including the receipting, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extendible and scalable, with a view to accommodating processing of other DHS benefits applications in the future.
CLAIMS 4 Coordination	The Contractor shall coordinate with Lockbox, Enterprise Service Bus (ESB), Re-Engineered Naturalization Application Casework System (RNACS), Customer Relationship Interface System (CRIS), National File Tracking System (NFTS), Benefits Biometrics Support System (BBSS), CIS, FD-258 Enterprise Edition (EE), Site Profile System (SPS), Refugees, Asylum, and Parole System (RAPS), and Enterprise Citizenship Immigration Centralized Operational Repository (eCISCOR) teams if the work performed is related to one of the interfaces. Coordination with the business owner, OFO, through OIT, will be required.
CLAIMS 4 Operational Support Requirements	The Contractor shall investigate and report all problems with the operation of the CLAIMS 4 system on a daily basis to the Government IT PM and other key stakeholders. The Contractor shall provide administrative operations support for the CLAIMS 4 Windows NT and/or Windows XX servers (as applicable) on the DHS LAN and related subsystems, workstations, and peripherals. The Contractor shall provide Windows NT and/or Windows XX (as applicable) support and administration services to the field (including DHS USCIS Service Centers, and Regional and District Offices) for approximately 188 Windows NT and/or Windows XX (as applicable) CLAIMS 4 servers. The Contractor shall provide CLAIMS 4 support to DHS Headquarters Windows NT and/or Windows XX (as applicable) server domain, which involves approximately 50 desktops that require CLAIMS 4 manual installations (assume 42 CLAIMS 4 installs per year requiring 4 hours for each machine). The Contractor shall provide on-site support for new CLAIMS 4 site installation (assume 2 new sites and site moves per year, and a 2-person team for each installation, 2-weeks per installation, including travel).
CLAIMS 4 Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CLAIMS 4 application to malfunction. The principal areas of software maintenance include the CLAIMS 4 software scripts which are operational on any of the platforms in the multi-tier configuration; requirements gathering to support software maintenance and interfaces with other applications; and create and modify Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS citizenship processes, as

	applicable. The Contractor shall work with the Government IT PM to address the following: • Mitigate the risks of an aging application infrastructure • Meet the business current/emerging requirements • Revise CLAIMS 4 architecture to n-tiered solution (eliminating the workflow servers) • Utilize Integrated Operating Environment (IOE) services via Enterprise Service Bus (ESB) • Address 508 deficiencies • Migrate to .Net framework • Support migration of application to a DHS data center • Integrate with ArcSight security suite The Contractor shall maintain both the logical and physical models of the database; maintain the data dictionary; and maintain data integrity.
CLAIMS 4 Application User Support	The Contractor shall provide CLAIMS 4 training to the appropriate USCIS employees, and regions/offices via a Web-based tutorial delivered through WebEx and CBT. The Contractor shall also provide instructor-led training in the form of train-the-trainer training. The Contractor shall provide at least 24 sessions a year. The duration of the session could vary based on the complexity of the training; generally lasting between two days and a week. The Contractor shall modify the exiting textual training materials as the application changes. All changes made to the textual training materials must be duplicated in the web-based tutorial. The Contractor shall perform periodic database clean-up of the CLAIMS 4 training database in support of on-going end-user training classes.

FD 258 Mainframe (FD258 MF)	
Project	The FD 258 Mainframe (FD 258 MF) Fingerprint Tracking System was established to meet the need of the Department of Homeland Security (DHS) to track fingerprint information, to and from, the Federal Bureau of Investigation (FBI). FD 258 MF maintains information on individual applicants fingerprint status. Each record contains applicant information that was sent to the FBI, such as name, birth date and other genetic biometric/biological data, as well as date fingerprinted and date sent to FBI. The records also contain information received from the FBI such as, FBI process date, FBI search result and other information. FD 258 MF processes about 7,000 "send" record transactions per day and about 7,000 "response" record transactions per day. Historical transactional numbers are subject to change. FD 258 MF has two primary components: an online data inquiry system, and a system of batch runs. The batch system accepts and processes data from the Integrated Automated Fingerprint Information System (IAFIS) via the FD 258 Enterprise Edition system, as well as produces reports and provides interfaces with other systems. The FD 258 MF was created in order to: • Effectively serve the adjudication needs of USCIS personnel tracking applicant fingerprint status and results. • Effectively serve the management needs of USCIS Headquarters personnel concerned with database statistical information. • Provide the capability of satisfying the DHS National Quality Procedures (NQP) via Control Number display. • Provide daily reports to USCIS field office personnel via Remote Online Print Executive System (ROPES), on all daily database activity. The Contractor shall perform reconciliation functions between the fingerprint information contained in the FD 258 Mainframe and DHS' IAFIS on up to 2 million records per year via batch process. The Contractor shall purge and archive up to 5 million fingerprint records, via a batch process, from the system in the first year. The Contractor shall correct up to 250,000 fingerprint records within the system per year (approximately 70% of these will be done via batch process and the remaining 30% will be done manually). The Contractor shall identify up to 100,000 fingerprint records, without FBI responses, per year via batch process.
Objectives	The FD 258 Mainframe may be decommissioned at the end of FY11. There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
Coordination	This application interfaces with other DHS/USCIS applications (CLAIMS 3 LAN, CLAIMS 4, RAPS, RNACS, and FD258EE).
Maintenance Requirements	The Contractor shall perform minor corrective action periodically, such as repair a Job Control Language logic error.

Interim Case Management Solution (ICMS)	
ICMS Project	The Interim Case Management Solution (ICMS) allows USCIS to efficiently and accurately adjudicate immigration benefit applications by providing a case management system that assists staff that manages forms, fee receipting, and pre-processing. Interim Case Management Solution was launched in June of 2004, as a web-based interface between CLAIMS 3 and District Offices. Interim Case Management Solution makes family-based I-485 and related forms available to District Offices. District Officers can enter pertinent adjudications information via the Intranet in real-time and update applications via the Intranet with the final adjudication data into CLAIMS 3 LAN, which then updates CLAIMS 3 Mainframe and other systems. The interim solution is to provide benefit processing of family-based I-485 and related forms using ICMS. The Interim Case Management Solution workflow allows users at the Application Support Centers and District Offices the ability to view and manage case information as it is received. Information from the applicant, via the National Benefits Center, Application Support Centers, and the National Customer Service Center will be aggregated into the CLAIMS 3 database and made available via a concise user interface enabling the Application Support Centers and District users to not only adjudicate the application faster, but with more reliable and accurate data. The Interim Case Management Solution consists of Windows XP standard client with Resin web server on Windows 2003 Enterprise Edition Server. The web application server is a Dell 2650 with 8 GHz Xeon Processors, 4 GB RAM, Intel Pro 1000 NIC, 5x36 GB drives (raid 1+5) and Resin 3.0.23.
ICMS Objectives	Currently, all District, Sub, Satellite Offices, and Application Support Centers use ICMS to adjudicate cases. The long-term goal is to adopt an enterprise case management system to process applications and petitions for all benefits issued by USCIS. The Transformation Program Office is currently tasked with developing an enterprise case management system.
ICMS Coordination	The Contractor shall coordinate with the CLAIMS 3 sustainment team on CLAIMS 3 database issues or problems and provide solutions to modify or correct the database. When there are ICMS releases, the Contractor shall coordinate with the CLAIMS 3 sustainment team to ensure ICMS contains the same functionality as CLAIMS 3.
ICMS Maintenance Requirements	The Contractor shall perform sustainment activities to ensure staff can utilize ICMS to include ICMS software and compatibility with Web services.

InfoPass	
InfoPass Project	InfoPass is an Internet-based system that allows USCIS customers to make an appointment with an Immigration Information Officer (IIO). The primary function of InfoPass is to allow all customers to schedule appointments and allow USCIS to track scheduling information for individuals applying for benefits. InfoPass provides functionality to define and manage resources available for scheduling and manage appointments. InfoPass was originally developed at the Miami District Office in April of 2004, in response to long lines of customers waiting to meet with IIOs. After its success in Miami, the USCIS Director determined that InfoPass should be extended to all USCIS District Offices and USCIS sub-offices nationwide. On average, InfoPass gets about 19,500 Internet page visits each day and schedules appointments for about 6,000 applicants daily for a variety of appointment types. System users consist of the general public and USCIS authorized personnel. The general public is able to schedule appointments to obtain information. Within a few clicks, a customer can log into InfoPass, determine their appointment type, schedule their appointment, and print an appointment notice. Authorized users have access to InfoPass to add, modify, and review appointment schedules; complete check-in/check-out of applicants; and cancel appointments. InfoPass is accessible via the Internet and through kiosks located at selected USCIS Field Offices. There are 119 InfoPass kiosks in 76 field sites throughout the country. The InfoPass operating system is Linux, the web server is Apache and the database is MySQL. The load balancer is also Linux, with virtual server extensions. InfoPass kiosks are currently configured with Microsoft Windows XP SP2 and Internet Explorer 6.0.
InfoPass Objectives	The Field Operations Directorate will work with the Information and Customer Service Division (ICSD) and the Contractor to ensure adaptive and relevance maintenance occurs in order to keep the kiosks and InfoPass current and meaningful to the users.
InfoPass Coordination	InfoPass is considered a 'stand-alone' application and does not require coordination with other systems. However, coordination with the parties responsible for the kiosk maintenance and deployment will be required. InfoPass also contains an Intranet component and close attention to changes within the USCIS Intranet is required.
InfoPass Maintenance Requirements	The Contractor shall support the incorporation of queries against the InfoPass database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports that are requested from time-to-time by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support the continued function and future expansion of InfoPass. This support may include: • The addition or removal of language types • The addition or removal of service groups • The revision of zip code assignments for regional offices • The update of monthly USPS zip codes • Coordination with parties responsible for the maintenance and further deployment of kiosks Additionally, InfoPass is currently undergoing development for its next release which is set to include Section 508 compliance corrections as

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	well as an Authority to Operate (ATO) required security changes. The contractor will be required to support this ongoing effort and ensure that the release complies with the established scope.

Reengineered Naturalization Casework System (RNACS)	
RNACS Project	The Reengineered Naturalization Casework System (RNACS) was established to meet the information and case management needs of USCIS staff in headquarters, service processing centers, and the Citizenship Branch in district and regional offices. The Reengineered Naturalization Casework System tracks applicants through the naturalization (N400) and citizenship (N600) process from initial data entry through issuance of citizenship/naturalization documents. It also tracks and processes applications for replacement certificates (N565). RNACS maintains a status history of all significant case updates, schedules cases for examinations and oath ceremonies, and produces correspondence to applicants and their representatives. Mailers are produced to inform those applicants and representatives of scheduled appointments and of decisions made in regards to the case. The system produces a variety of both scheduled and on-demand statistical and management reports. RNACS has two primary components: an online data entry system, and a system of batch programs, which processes casework, extracts data and produces reports, and supports interfaces with other systems. The current RNACS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RNACS Objectives	The objective is to retire the system and include the functionality in Computer-Linked Application Information Management System (CLAIMS 4)
RNACS Coordination	Coordination with the business owner, Office of Field Operations, through OIT, will be required.
RNACS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.
RNACS Application User Support	Perform periodic database clean-up of the RNACS training environment in support of on-going end-user training classes.

Fraud Detection and National Security

Fraud Detection and National Security Data System (FDNS-DS)	
FDNS-DS Project	The Fraud Detection and National Security Data System (FDNS-DS) was designed and developed as the case management 'system of record' to record, track and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving immigration benefit fraud, national security concerns and egregious public safety activity in support of the Office of Fraud Detection and National Security (FDNS) Directorate's mission. Fraud assessments and background checks are required, by statutory and regulatory requirements, for all applications or petitions filed with USCIS. Benefits cannot be issued until background checks are complete. The information provided by FDNS-DS is essential in conducting background checks. FDNS-DS currently supports approximately 1,000 end-users. The Fraud Detection and National Security Data System is a browser-based application implemented using the Siebel 7.7 Public Sector and Siebel Analytics COTS product suite with Actuate Reporting capabilities. The backend database is Oracle 9i. The application is currently hosted on Windows 2003 Enterprise Server running on Dell Servers at a Government data center. The current suite of COTS products to be supported include Siebel Public Sector Case Management, Siebel Analytics, Informatica Powercenter, Oracle 9i, Actuate, Windows 2003 for the Oracle Database Server, Siebel servers on Windows 2003 Operating System, and Microsoft IIS Web Server.
FDNS-DS Objectives	In 2004 USCIS, established FDNS to address a weakness in addressing potential threats to the legal immigration system due to fraud and/or national security concerns. The Office of Fraud Detection and National Security's primary mission is to detect, deter, and combat immigration benefit fraud and to strengthen USCIS efforts aimed at ensuring benefits are not granted to persons who threaten national security or public safety. As part of the USCIS Transformation Program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Integrated Operating Environment (IOE) as part of the Fraud and National Security Case Management (FNS-CM) module. Migration of all FDNS-DS data is required to support FNS-CM development and deployment. FDNS-DS and the IOE FNS-CM will run in parallel for a finite period of time until FDNS-DS can be dispositioned. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to Known Errors will be made to FDNS-DS based on business requirements.

FDNS-DS Coordination	The Contractor must proactively coordinate all activities associated with, but not limited to, the following programs and projects: • Integrated Operating Environment (IOE) – support FDNS-DS data migration into the IOE; current system design and configuration; business reporting requirements; materialized view design and maintenance. • Citizenship and Immigration Services Common Operational Repository (CISCOR) to input CLAIMS-3 data into FDNS-DS – maintain the data exchange and ETL processes associated with this system-to-system interconnection. • Enterprise Performance Assessment System (ePAS) – design, develop, and maintain the data exchange of FDNS-DS data into ePAS • Legacy USCIS Systems - coordinate all required data exchanges with USCIS legacy systems (eg. CLAIMS 4, NFTS, etc.) • Reporting Requirements – coordinated and support all recurring and adhoc data extracts and reports in support of FDNS analysis and reporting requirements. • IT Security – support all IT security remediation and actions to include but not limited to the testing and installation of security patches.
FDNS-DS Operational Support Requirements	The Fraud Detection and National Security Data System's system and database administration support is provided by USCIS OIT staff located at a Government data center. Data center staff (as opposed to the Contractor), performs server administration and maintenance activities such as backup and recovery operations, OS patch installation, and Windows operating system support for the production, development, and test/training environments. The data center staff also provide Oracle database creation from contractor supplied "as built" documents as well as and standard database patching and maintenance activities, and server performance monitoring for the production environment. The data center staff is also responsible for new hardware installation and implementation of configuration design. The Contractor's operational support requirements shall not, therefore, include system and database administration in either the production or engineering environments for FDNS-DS. Contractor support is required for database design specification and "as built" document creation which the data center support staff would use to create or modify the databases. The Contractor would have DBA access to the engineering environment databases for the propose of designing and constructing databases necessary to arrive at the proper configuration to push forward. Data center support for the engineering databases would be limited to initial default or as built driven database creation, standard patching, and O&M support. The Contractor is responsible for FDNS-DS account creation and maintenance. Maintenance of user accounts includes, but is not limited to, maintaining users' position(s) with the FDNS organizational hierarchy that is the catalyst for performance reporting. The Contractor shall provide FDNS-DS analytic capabilities provided by the Oracle Business Intelligence Suite Enterprise Edition (OBIEE). The Oracle Business Intelligence Suite Enterprise Edition is the tool within FDNS-DS that supports performance management metrics analysis & reporting, ad hoc queries, and HQ and Field report development and publishing. In addition, the Contractor must provide O&M on all existing and development of new Subject Areas and Materialized Views in support of business requirements.
FDNS-DS Maintenance Requirements	Maintenance actions that will most likely occur within the contract scope of work include, but are not limited to Siebel and Oracle upgrades.
FDNS-DS Application User Support	The Contractor shall coordinate with the FDNS-DS system and database administrators to ensure that the FDNS-DS training environment mirrors the current production environment.

Intake and Document Production

Electronic Filing (E-Filing)	
E-Filing Project	Electronic Filing (E-Filing) is the USCIS system that supports filing and submission of an electronic petition or application for immigration benefits using the Internet. Electronic Filing consists of two components: a front-end that collects the application and payment data, and a back-end that receives the collected information and distributes the data to the appropriate USCIS locations. Currently, the following applications and petitions may be submitted through E-Filing: • Form I-90, Application to Replace Permanent Resident Card • Form I-129, Petition for a Nonimmigrant Worker (Except for H-1B) • Form I-129S, Nonimmigrant Petition Based on Blanket L Petition • Form I-131, Application for Travel Document • Form I-140, Immigrant Petition for Alien Worker • Form I-539, Application to Extend/Change Nonimmigrant Status • Form I-765, Application for Employment Authorization • Form I-821, Application for Temporary Protected Status • Form I-907, Request for Premium Processing Service Additional applications and petitions will be made available for E-Filing in the future. Electronic Filing is currently located at the Department of Justice Data Center. The architecture of e-filing consists of two load-balanced Internet servers (Dell Poweredge 2950's), two load balanced Intranet servers (Dell Poweredge 2850's), two load balanced application servers (Dell Poweredge 2950's) and 2 IBM 7026 database servers.
E-Filing Objectives	The primary objective of E-Filing is to provide the customer with the ability to electronically submit benefit applications, conveniently take online payments and process these payments in a timely and accurate manner. Electronic Filing must provide the most current form types as determined by USCIS and maintain the relationship with Pay.gov for transaction processing. Additionally, E-Filing must ensure that the database is clean and accurate and capable of generating usage reports as needed. Electronic Filing software must be maintained so that it is scalable and flexible. New forms may be added, existing forms may be changed, and/or closer integration with other USCIS applications and/or operating environments may be requested.

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E-Filing Coordination	Electronic Filing is an integrated application that communicates data with other separate applications. Below is the list of applications and systems with which E-Filing shares data: • Biometric Benefits Support System (BBSS) • Application Support Center (ASC) Biometric System • CLAIMS3 LAN • Enterprise Service Bus (ESB) Coordination with the above-referenced applications teams shall be required. Electronic Filing also interfaces with Pay.gov, a website coordinated by the Financial Management Service of the Department of Treasury that processes online payments for E-Filing.
E-Filing Maintenance Requirements	Electronic Filing is currently migrating to a new data center. The contractor shall be responsible for providing technical and logistical support to OIT, including the transitioning of the application to a virtualized environment, upgrading the database from Oracle 9i to Oracle 11g, testing application interdependencies, firewall rule support, and deployment support. The Contractor shall support the incorporation of queries against the E-Filing database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports as needed that are requested by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support planned adaptive and relevance maintenance actions, which may include adding new benefit types, adding new forms, and/or adding new user functionality. Furture maintenance requirements may include: • Capability for applications and petitions to be filed electronically • Capability for electronic fee payment • Providing an electronic receipt of fee payment and application submission • Capability for USCIS to receive the application and fee payment data electronically • Capability for tracking the status of each e-filed form throughout the process • Capability for passing data to the C3 LAN system electronically • Capability for receiving bounced fee information • Capability for capturing and matching digital biometrics The Contractor shall also provide integration support for the Transformation Program Office (TPO) mission as determined by USCIS OIT. This includes, but is not limited to: transitioning form processing from E-Filing to the TPO Integrated Operating Environment (IOE) or similar enterprise interface, and the coordination of the transfer of external connections from E-Filing to IOE or similar enterprise interface as directed by TPO.

Integrated Card Production System (ICPS)	
ICPS Project	The Integrated Card Production System (ICPS) is a suite of related systems that include the Integrated Card Production System Print Services (ICPS-PS), the National Production System, (NPS), National Production System Web (NPS Web), and Secure Mail Initiative (SMI). The Integrated Card Production System is an automated benefit card packaging and routing system that supports USCIS examinations tasks. The Integrated Card Production System polls the Computer-Linked Application Information Management System 3 LAN (CLAIMS 3.0 LAN) database for benefit card print requests (CPR). Once a request has been found, ICPS-PS bundles all the biographic data and biometrics associated with the applicant for whom the print request was made. The data for the CPR is then routed through NPS and sent on for printing. The data populates an Oracle database and is then routed through the NPS and sent on for printing. Once the card has been printed, the results are sent back through the ICPS-PS for updating in the CLAIMS 3 LAN databases. Cards that are currently printed via the ICPS-PS/NPS workflow process are the Employment Authorization Document and Permanent Resident Card. The National Production System acts as a management system to centrally monitor and control CPR files from CLAIMS 3 LAN and ICPS-PS. By consolidating print requests for a particular card type from the Service Centers a given printer can focus on producing a single card type, minimizing the need to switch the printer to another card type during the business day. The architecture of NPS is based upon centralized collection and redistribution of print requests from the Service Centers and other systems. The current ICPS-PS in the Service Center continues to produce CPR files. However, instead of each ICPS print services system independently determining a print location, the CPR files are sent across the existing DHS Wide Area Network (WAN) to a central collection point, the NPS. Here they are examined to determine what type of cards they represent, temporarily stored on the NPS system, and distributed to a printer via a scheduling routine. NPS saves information about each card, including its originating site and application identifier, long enough to allow for recovery. NPS also has a Web component that is used by DHS and Service Center personnel to monitor system performance, set key operating parameters, produce reports, and manage the central NPS application. Secure Mail Initiative allows USCIS to track secure identity documents from production through delivery, combining the USCIS secure identity documentation system with an automatic version of delivery confirmation from the U.S. Postal Service. Information regarding the mail status of secure documents will be available to all USCIS customers through the USCIS National Customer Service Center and on the Internet via USCIS' Case Status Online system. Secure Mail Initiative uses an MS-SQL server and Ipswitch WS-FTP technologies. Information is uploaded to the U.S. Postal Service from production facilities daily and SMI periodically downloads data from U.S. Postal Service. It supports a web-based user interface for USCIS customer service staff and Service Center staff.

ICPS Objectives	The Integrated Card Production system will support the Transformation Program Office (TPO) effort, which will result in the modification of ICPS and its subsystems as USCIS transitions to paperless customer-focused processing. The Secure Mail Initiative will support TPO as well, and in the future provide more updates to Case Status On-line. Likewise, SMI must be configured to create and maintain the delivery confirmation number used with the U.S. Postal Service. The Secure Mail Initiative will also be transitioned to a DHS Data Center by FY2013.
ICPS Coordination	The Integrated Card Production System interfaces with CLAIMS 3 LAN, the Customer Relationship Interface System (CRIS), the U.S. Postal Service, and the Enterprise Service Bus (ESB). The Contractor will be required to coordinate activities with the Office of Intake and Document Production, Service Center Operations Directorate, Enterprise Services Directorate, and the Transformation Program Office, all at USCIS.
ICPS Maintenance Requirements	The Contractor shall adapt ICPS as needed to meet USCIS Transformation needs. It is expected that the Contractor shall modify SMI to create and maintain the delivery confirmation number as well as to interface with the TPO system.

Office of Communications

Customer Service Web Portal (CSWP)	
CSWP Project	The purpose of the Customer Service Web Portal is to provide a content management portal for the USCIS Office of Communications (OCOMM) and their communications with the public, while at the same time increasing USCIS business production; improving customer service; and increasing the quality, accuracy, and consistency in the determination of USCIS benefits eligibility. Portal technology has enabled content management efficiencies by consolidating informational, educational, and instructional immigration content at one site: USCIS.gov. This has reduced or eliminated the need to publish content on multiple independent sites across the organization. The Customer Service Web Portal currently uses the OpenText/Vignette platform of tools, which includes: Vignette Content Management, Vignette Application Platform, Autonomy (for search capabilities), Collaboration, Community Applications, and Dialog. The Web Services Branch is actively working with DHS and the OCOMM to examine potential replacement tools, focusing primarily on open source technologies. To meet business needs, a significant amount of custom Java coding has been done. This coding is based on defined, approved business requirements. The Customer Service Web Portal utilizes an Oracle database, runs on JBOSS, and interfaces with Akamai technologies for site protection and acceleration. Additional leveraging technologies and services include: GovDelivery, ForeSee Results, and Accenture Maxamine for metrics reporting. The hardware at origin is Sun-based server environment.
CSWP Objectives	The Contractor shall be responsible for sustainment of the current CSWP system and for the development of new capabilities as identified through relevance and adaptive maintenance requirements supplied by the Government. Federal resources, in this case the Web Services Branch, shall be ultimately responsible for managing the Contractor's work, developing additional requirements, and confirming the requirements through testing. The Contractor will supply technical development resources and shall be expected to support Web Services in completing non-coding related tasks. The Customer Service Web Portal content is the sole responsibility of the USCIS OCOMM. The Contractor shall not be responsible for creation of site content. The Contractor's role is limited to developing and supporting functionality to assist in OCOMM's content management needs, and in the business needs identified by the Government IT PM.
CSWP Coordination	The Customer Service Web Portal sustainment effort will require technical and programmatic coordination activities among OIT's Web Services Branch (in their role as managers of the technical solution), the USCIS OCOMM (in their role as the system business owner and primary content managers), OIT's Enterprise Infrastructure Division (in their role as managers of the USCIS infrastructure), the USCIS Transformation Program Office, and the various USCIS business owners requiring functionality to be implemented through CSWP. Currently, CSWP only interfaces with FIPS, which is managed by the USCIS National Security and Record Verification office. Additional interfaces may be required of CSWP as business requirements continue to evolve.
CSWP	The Contractor shall support the analysis of content to include broken links, duplicate files, spelling, language, adherence to standards, usage,

Maintenance Requirements	and adherence to best practices. In order to support content publishing, the Contractor shall support requests for immediate publishing which may involve clearing cache or expediting workflow queues. The Contractor shall take steps to improve system performance to meet established service levels. The contractor shall support the IT PM in creating reports describing Portal usage statistics. The contractor should expect to support any technical issues that arise with CSWP. This will involve supporting the Government IT PM in dealing with USCIS infrastructure resources, USCIS OCOMM, and other USCIS business owners as dictated by the business requirements. This will always include supporting Government IT PM and/or ISSO in all security reviews, assessments and documentation needs.
CSWP Application User Support	The Contractor shall provide CSWP training to the content management team and other interested parties; generally not to exceed twice per month. The Contractor shall support the maintenance of training materials and presentations.

Office of Information Technology

Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	
eCISCOR Project	The Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) operational data store is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires the implementation of new strategies, systems, and initiatives to support the various benefits application processes. Enterprise Citizenship & Immigrant Services Centralized Operational Repository is the first phase in building a USCIS data warehouse. The first step is to build an operational data store with limited transformation. In the second step, the data are fully transformed and integrated into a single data model within the structure of an approved data warehouse. Enterprise Citizenship & Immigrant Services Centralized Operational Repository will assume the role of an operational data store by incorporating data from nine of the USCIS primary databases, each being delivered as distinct releases to ensure that the data from each of nine source systems is represented in production as soon as possible. In addition, the eCISCOR operational data store can be used as the final migration data source for storing legacy data as part of a legacy decommission strategy. Release 1 of eCISCOR was developed by the USCIS OIT Data Interchange and Interoperability Branch (DIIB). Enterprise Citizenship & Immigrant Services Centralized Operational Repository is an Oracle 11g database that is located at a USCIS data center. All hardware and the production and staging database will be maintained and supported by the data center support team. The Contractor shall support the Informatica Extract, Transform, and Load (ETL) product that is used to populate the eCISCOR operational data store.
eCISCOR Objectives	Enterprise Citizenship & Immigrant Services Centralized Operational Repository is sponsored by the USCIS CIO and provides a common platform for USCIS end users to access and report on detailed and summarized transaction data replicated from USCIS and other external applications. The eCISCOR solution provides a cumulative view of legacy encounter-based (e.g., form-based) systems and will also provide limited person-centric query capability.
eCISCOR Coordination	Enterprise Citizenship & Immigrant Services Centralized Operational Repository will serve as a back-end repository for the USCIS-sponsored reporting application, Standard Management and Analysis Reporting Tool (SMART). Enterprise Citizenship & Immigrant Services Centralized Operational Repository will also connect with the TPO solution to pass legacy data as well as store new transactional data. A similar relationship exists between eCISCOR and Validation Instrument for Business Enterprises (VIBE). Enterprise Citizenship & Immigrant Services Centralized Operational Repository also passes a subset of data to the Immigration & Customs Enforcement (ICE) in support of the ICE Intelligence Decision Support ICE Pattern Analysis Information Collection (IIDS ICEPIC) initiative.
eCISCOR Operational Support Requirements	In concert with OIT Enterprise Architecture staff, the eCISCOR IT PM, and OIT Infrastructure Division, the Contractor shall analyze system performance and capacity utilization in order to develop recommendations for improvements. This shall include performance monitoring, and analysis and tuning of system components. The USCIS OIT and its data center support team will perform eCISCOR Unix and Windows server systems administration functions for the

	production and engineering environments (test and development). The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling to accommodate applications or processes running in the production or engineering environments that are outside of the normal baseline. The USCIS OIT Infrastructure Division and data center support team will perform eCISCOR basic database administration functions such as installation, creation of new schemas, tuning, the exportation or importation of data and running of database backups for the production environments. The OIT DIIB will provide all higher level database administration. The Contractor shall coordinate with the data center team and the OIT DIIB on any issues requiring special handling to accommodate applications or processes running in the engineering environments that are outside of basic database administration functions such as installation, tuning and the running of database backups which will be handled by USCIS OIT Infrastructure Division and data center support team. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes the support of installation in the Production environments, installation, configuration, and development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. The Government estimates one Full Time Employee (FTE) is required for the support of Informatica.
eCISCOR Maintenance Requirements	Enterprise Citizenship & Immigrant Services Centralized Operational Repository sustainment requires the Contractor to provide technical and programmatic coordination activities with the OIT data center support team and DIIB. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes installation and the support of installation in the Production environments, configuration, development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. Currently the eCISCOR standard maintenance window is every Sunday 6:00pm – mid-night. The USCIS data center support team and the Contractor shall provide support for monitoring Informatica production environment Workflows and all components pertaining to Informatica in eCISCOR production.

Remedy	
Remedy Project	USCIS has implemented BMC's Remedy v 7 products to support various teams within USCIS OIT. Remedy v7 provides USCIS with the following key features and benefits: • Integrates Information Technology Infrastructure Library (ITIL) processes with service desk, incident, problem, change, asset, and service level management workflows • Unifies ITIL processes with integration to systems management for proactive and continuous improvement of service quality • Synchronizes processes around a single view of infrastructure and business dependencies with the Configuration Management Database (CMDB) • Accelerates implementation of ITIL with deep workflow integration on a single platform, data model, and UI

- Enables outsourcers or enterprises to serve multiple customers with one server via a multi-tenant architecture

Remedy v7 is a commercial-off-the-shelf (COTS) product and has been implemented using recommended vendor guidelines for the application installations. Agency specific customizations have been made throughout the application and these are fully documented. Currently, the Incident, Knowledge Management, Service Request Management and Change Management Modules are deployed and in use. Other Remedy v7 components (Problem Management, Release Management, Asset Management, Service Level Management, & CMDB) have been installed as part of the base application but will not be available for use with Release 2.0.

Remedy Software includes:

System	Applications Installed	Purpose
System P550 (1) – Production Database	Oracle v10.2.03.0	Application Database
Database	Oracle Client v10g	Connection between application server and database
System P550 (1) – Replication Database	Oracle v10.2.03.0	Replication Database
	Oracle Client v10g	Connection between production database and replicated database
System P520 (1)	IBM Websphere IBM HTTP Server v 6.0.2.21 (Version 6, Refreshpack 2, Fixpack 21) *IBM HTTP Server is based on Apache v 2.0.47	Web Server to support Mid Tier Application
System P520 (1)	Remedy ARS v7.1.00 Patch 6	Primary Application Software – maintains connection to Oracle Client
Remedy Application Software	Remedy Incident Management v 7.0.03	Vendor provided application for Incident Management
	Remedy Problem Management v 7.0.03	Vendor provided application for Problem Management
	Remedy Change Management v 7.0.03	Vendor provided application for Change Management
	Remedy Asset Management v 7.0.03	Vendor provided application for Asset Management

		Flashboards 7	Vendor provided application for Graphical Display of data
		Dashboard Application v7	Vendor provided application for Graphical Display of Change Management data
		Email Engine v7	Vendor provided application to send and receive email
		CMDB v 2.1 p5	Vendor provided application for CMDB (Configuration Management Database)
		SLM V7.1	Vendor provided application for Service Level Management
		Assignment Engine V7	Vendor provided application to perform automatic request assignments
		ITSM Help Application	Vendor provided application to facilitate online help of the application
		Windows 2003 Server	
	Remedy KMR Production	MySQL v5.0	Application Database – used only for application indexing – actual articles are not stored in the database
Remedy Objectives	The primary objective of Remedy is to provide an automated capability for OIT support teams and staff to place and work requests of all types. This includes changes, incidents, and requests (to include procurement). Within the next two years, the goal it to expand the Remedy Service to include problem management automation, as well as standing up a CMDB for Configuration Item (CI) tracking. This may include supporting BMC Discovery tool. Remedy will also expand to provide senior management insight into internal OIT processing by utilizing Remedy Dashboards.		
Remedy Coordination	The Contractor must proactively coordinate between multiple process owners to gain requirements and ensure that shared components within the tool are agreed to. The Contractor must be able to coordinate outages and maintenance with USCIS Service Desk, USCIS SNOC, and other support teams.		
Remedy Maintenance Requirements	The Contractor shall support the Remedy maintenance requirements for all modules of the application environment and user access. The Government anticipates completing the follow types of sustainment maintenance for Remedy during the performance of this SOW: • Enhancements to support agency need across existing modules • Enhancements to support the needs of new and existing users • Support increase in volume of tickets • Enhancements to support different views and additional roles. • Expand Remedy functionalities to include canned and ad hoc reports • Support changes to ensure the application meets Section 508 requirements		

Remedy User Application Support	The Contractor shall provide support to the Remedy training environments. The Contractor shall support user documentation including, but not limited to user guides, quick reference, and SELC documentation.

SAS	

SAS Project	Historically, each time a new USCIS system is developed, a new reporting mechanism is created. Current reporting and analytics capabilities are built into each particular system application creating numerous reporting and analytics mechanisms throughout the USCIS environment. These reporting and analytics mechanisms are created from both Commercial-off-the Shelf (COTS) and custom applications resulting in silos of reporting and analytics applications without an enterprise reporting tool standard.
	
	For most USCIS systems, the available report functions are either minimal or nonexistent. This is primarily due to tight timelines and budgets during the implementation cycle with reporting requirements typically being identified late in the implementation lifecycle. None of the existing systems contain truly flexible ad hoc reporting and analytics capabilities and to compensate for this, data are manually exported from each particular system into other software applications, such as MS Excel and MS Access, where additional manual effort is required to meet the agency's reporting needs. The result is a series of disparate and disconnected reporting systems.
	
	In early 2008, the USCIS OIT completed extensive market research, and documented results in a study titled, "Standard Management Analysis Reporting Tool (SMART) Business Intelligence Products Study". The primary objective of this study was to provide information on Enterprise Reporting COTS product assessment, evaluation and product recommendation for SMART that will meet both the current and future USCIS reporting needs. The assessment scope included product vendors from Actuate, Oracle, Cognos and SAS. USCIS has existing investment and has previously implemented reporting capabilities from all four product vendors with users within the agency.
	
	Based on information gathered from the USCIS stakeholders, product demonstrations, product functional and technical documentation, existing system documentation, market research and analysis, the product capability matrix, Voluntary Product Accessibility Templates (VPAT's) and cost with consideration for cost offsets from the existing investment; SAS was ultimately determined as a predictive modeling tool. SAS' strength is in the area of the robustness and maturity in Predictive Modeling.
	
	Currently, SAS is running on the Windows Server 2003 platform and being used by approximately 60 users in the Office of the Chief Financial Officer, Fraud Detection & National Security, and the Office of Performance and Quality.
	
	The SAS Business Intelligence platform as currently configured at USCIS consists of the following components:
	• Base SAS 9.2
	  o SAS/STAT
	  o SAS/CONNECT
	• SAS Information Map Studio

	• SAS Data Integration Studio • SAS OLAP Cube Studio • SAS Add-In for Microsoft Office (AMO) • SAS Enterprise Guide (individually licensed) • SAS Web Report Studio • SAS Web Delivery Portal
SAS Objectives	The objective for SAS is to provide predictive modeling results, specifically for the development of data integration and business intelligence solutions that will enable the following: • Consolidate and manage disparate data sources across the enterprise so that data becomes a valuable asset to drive decisions and create value in the organization • Provide standard and ad-hoc reporting capabilities across the organization • Provide a user-friendly suite of tools for reporting, statistical analysis of large quantities of data, and a programming environment for generation of specific tools Using a flexible, iterative, and evolving planning process, the Contractor shall collaborate with OIT and other USCIS stakeholders to develop and mature a SAS implementation methodology for the purpose of providing usability and capability to meet USCIS enterprise reporting needs.
SAS Coordination	The Contractor shall coordinate with operations personnel as required (at least annually) to test the SAS Business Intelligence platform backup and restoration plan and procedures. The Contractor shall also coordinate with the DBA on source database systems including, but not limited to, C3, C4, and National File Transfer System (NFTS).
SAS Operational Support Requirements	The Contractor shall create user accounts, and set up user client tools on the user desktop with the assistance of Tier 1 Service Desk support. The Contractor shall be responsible for deploying all releases, patches, and upgrades to the SAS Business Intelligence platform and application components at USCIS prior to migration to the USCIS data center. After migration, the Contractor shall support data center staff who will deploy releases, patches, and upgrades to SAS.
SAS Maintenance Requirements	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.
SAS Application User Support	SAS Tier 2 User Support Services shall include, but not be limited to: • Supporting users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Providing business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assisting users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Records and Information Management Applications

Alien's Change of Address Card (AR-11)	
AR-11 Project	Alien's Change of Address Card (AR-11) is a computerized, standalone system that tracks DHS change of address forms (AR-11s). These forms contain current address information on immigrants and non-immigrants residing in the U.S. The keying contractor inputs and validates the data provided on the AR-11 Change of Address forms. The data is then converted and transferred electronically to the AR-11 Change of Address database. Alien's Change of Address Card is an online display system that requires no online updates. Alien's Change of Address Card supports more than 34,000 users and is located on a multiple virtual storage mainframe platform at a Department of Justice (DOJ) data center. In the near term, AR-11 will be moved from the DOJ data center to a DHS data center. The system is available at DHS offices throughout the U.S. and in numerous foreign countries. The new web-based Customer Relationship Interface System (CRIS), Change of Address Component (CoA), is an expansion of the current AR-11 interface job with the AR-11 data input contractor.. The function of CRIS is to reduce the number of AR-11s received and processed by the AR-11 data input contractor, and automate the steps in the manual AR-11 process. Alien's Change of Address Card does not send information to any external information systems. Alien's Change of Address Card does receive data from the CRIS system. Alien's Change of Address Card is an online display system, with no online updates. Most of the address data is sent by mail to, and entered by, a contractor (currently ACS in London, Kentucky). Once entered, ACS transmits the information to be uploaded nightly to the AR-11 mainframe application. These update transactions are applied to the AR-11 database. The web-based CRIS CoA also receives address data and sends it to the mainframe where it is applied to the database using the same application process. Alien's Change of Address Card is a mainframe production application located and maintained at the DOJ Data Center. Department of Homeland Security customers and employees access this application in a common fashion through Wide Area Network (WAN) and Transmission Control Protocol/Internet Protocol (TCP/IP) log-in connections from locations throughout the country. Alien's Change of Address Card transmission files are sent to the DOJ Data Center from the data entry contractor, several times a day. The files include address data that is to be added to the AR-11 database. Based on the process the data entry contractor uses, CRIS is now in production and reduces the number of AR11s received and processed by the AR11 data input contractor, and automates the steps in the manual AR-11 process. Every morning the files are checked to ensure that they were sent without any errors, before the information is updated to the database. The principal hardware component(s)' manufacturer for AR-11 is IBM. The production AR-11 system operates on a hierarchical database run on an IBM Z/OS host computer that resides at the DOJ Data Center. It is operational seven days a week, approximately 23 1/2 hours a day. Routine maintenance may periodically result in a brief period of unavailability. Typically, this maintenance occurs during off-peak periods. The development system for AR-11 is an IBM Z/OS host computer that resides in the Washington DC area.

AR-11 Objectives	The objectives of AR-11 are to support the Director's priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS and to provide statistical reporting to other agencies. Alien's Change of Address Card has no major system enhancements planned but will be an interim part of the Transformation Program Office functionality. Continued minimal contract support is anticipated to maintain current level and possible decommissioning.
AR-11 Coordination	The Contractor may be required to coordinate upload activities with the data entry contractor and/or other contractors, as necessary. In addition, the Contractor will frequently work with users.
AR-11 Operational Support Requirements	The Contractor shall support the current AR-11 system interface(s), AR-11 Database, ad hoc reporting, , and connectivity for the system.
AR-11 Maintenance Requirements	The Contractor shall support the continued development of requirements for real-time interfaces with USCIS and other DHS systems.
AR-11 Training Support	The Contractor shall provide support to the AR-11 training labs as follows: • Coordinate and assist AR-11 and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the USCIS training environment in support of on-going end-user training classes.

Central Index System (CIS)	
CIS Project	The Central Index System (CIS) collects and disseminates automated biographic and historical information related to individuals of interest to DHS and other agencies. A subsystem of CIS is Transaction Record Keeping System (TRKS), which provides security and audit information for CIS searching and updating information. The Central Index System is run out of a Department of Justice (DoJ) Data Center. In the near term, CIS will be moved from the DOJ data center to a DHS data center. The Central Index System is updated both on-line and in batch processing. All batch production jobs are run nightly and are scheduled and submitted by Production Services. Online users are connected to the mainframe by the Control Protocol/Internet Protocol (TCP/IP) log-in from locations throughout the country and internationally. The Central Index System has more than 34,000 users who generally access the application from remote File Control Offices (FCOs). Department

	of Homeland Security internal employees have been granted access to the CIS database. Other external users have "read only" access to CIS and include, but are not limited to, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE),Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), Office of the Inspector General (OIG), Health and Human Services (HHS), Social Security Administration (SSA), National Reconnaissance Office (NRO), United States Probation Office, and the State Department (DoS). All users must access the system formally through terminal emulation software and TCP/IP access. All users have cleared access to system resources granted through the DHS PICS Office. The production CIS system operates on a relational/network database run on an IBM Z890 server that resides at the DoJ Data Center. It is operational 7 days a week, approximately 23.9 hours a day. The development system for CIS is also an IBM Z890 server that resides at a DoJ Data Center. The Central Index System mainframe application resides on an IBM mainframe Model 2098 P02 platform, processing at approximately 500 million instructions per second (MIPS), and is located at a DoJ Data Center. The operating system is z/OS 1.11, which uses a shared System Managed Storage (SMS) disk pool. The database is designed with a network structure; the database management system is CA-IDMS Release 16.1. Database and file backup jobs are run daily by operations personnel at the DoJ Data Center. The data center maintains its own secure on-site and off-site storage facilities for all backups of CIS data. The alternate storage site is at a separate DoJ data center. Backup tapes for the CIS components are stored at the data centers housing the components. The NRC , USCIS Service Centers, USCIS Field Offices, USCIS Headquarters, ICE, CBP, HQ OSI, and DHS OIG request and/or produce a constantly evolving array of Congressional, HQ and local ad hoc, statistical, and trend analysis reports on a daily, weekly, and monthly basis. Often these reports are a moving target and the offices cannot predict what reports will be requested from one week to the next. Currently, USCIS uses data extract utilities and Ad Hoc and Reporting against the CIS database among othersto generate reports. The contractor must support these Databases to effectively maintain their reporting duties providing ad hoc reports when needed/requested. In order to accommodate the ad hoc access requirements of CIS users, while providing for best-optimized performance and stability of the CIS application, a separate Oracle instance will contain the current production data.
CIS Objectives	The objectives of CIS are to support the Director's priority for Management Information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title 44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS; facilitate transfer of hard copy files among USCIS field locations; and provide statistical reporting to other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible. In addition, an interface between CIS and both CBP's E3 database and ICE's ENFORCE database needs to be developed utilizing the Enterprise Service Bus in order to automate the creation of a physical A-File by ICE and CBP. This would help reduce concerns over data not being readily available in CIS, reduce the number of duplicate empty jackets and files being used, and increase overall data integrity of the A-File.

CIS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS) 3, CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS) via ESB, Re-Designed Naturalization Application Casework System (RNACS), Fugitive Operations Support Center (FOSC), and Law Enforcement Support Center (LESC). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
CIS Maintenance Requirements	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting , and Pocket PC wireless connectivity for the system. The Contractor shall support the continued development of CIS requirements, which include removing file tracking functionality from CIS and making NFTS the system of record for all file tracking within USCIS. The Contractor shall support CIS to expand Interface Processing for developing real-time interfaces with CIS and other DHS systems including, but not limited to, E3 and ENFORCE, as identified above.
CIS Training Support	The Contractor shall provide support to the CIS training labs as follows: • Coordinate and assist CIS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the CIS training environment in support of on-going end-user training classes.

Enterprise Document Management System (EDMS)	
EDMS Project	The Enterprise Document Management System (EDMS) is a content repository for USCIS to ingest, store, and retrieve digitized versions of immigrant-related documentation. These files include but are not limited to A-Files and receipt files. The digitization of files will expand to additional file types as requirements, processes and technologies evolve. This system, or "system-of-systems," is comprised of several COTS products that have been configured and integrated to provide the required capabilities. One of the primary goals of EDMS is to provide a holistic, integrated view of A-Files. Documents are captured and digitized through various methods. Once captured, they are packaged and stored in the EDMS repository until requested by an EDMS user. Users of EDMS have the ability to access an electronic version of immigrant-related documentation and research information as required. This capability means that the speed with which users can access A-file information has been reduced from days to minutes. The Enterprise Document Management System possesses a full text search capability. The system provides digitization notification to Central Index System (CIS) via the Enterprise Service Bus (ESB), system interfaces for delivering A-Files and A-File documents to FIPS and the General Counsel Electronic Management System (GEMS). An additional capability was developed for the ingestion

	and support for surfacing Receipt Files to the user – this is a separate segment of EDMS with a separate URL and login. USCIS currently has approximately 100 million A-files and related immigration files and receives approximately 6 million applications for benefits each year. United States Citizenship &Immigration Services must be able to accommodate the present environment as well as potential Congressional initiatives, such as the Temporary Worker Program, that will require USCIS to process 12 million new applications over a six month period. Enterprise Document Management System is currently scaled up to 10% concurrency of total users up to 15,000 however, the planned addition of CBP and Department of State users could increase this user base to 30, 000 users. Internal EDMS interfaces include: • National File Tracking System (NFTS) • General Counsel Electronic Management System (GEMS) [anticipated] • FOIA Information Processing System (FIPS) [anticipated] • Central Indexing System (CIS) • Scan on Demand Application (SODA) External EDMS interfaces include: • Record Digitization Facility (RDF) • Lockbox The Software Architecture of EDMS parallels the hardware architecture, and is comprised of COTS products including BEA Weblogic (Presentation), JBoss Application Server and Chilkat ZIP (Service Management and Orchestration), and EMC Documentum. BEA Weblogic Application Servers provide the user interface (UI) components for accessing EDMS. This includes a search layer that interfaces with the Enterprise Content Management (ECM) software to search and surface results for end users. Additionally, it provides the application layer for the Records Division to edit metadata for an A-File. Generis has a servlet that applies watermarks to outgoing content that is hosted by BEA Weblogic. Documentum Content Servers provide the document content management layer to ingest documents into the EDMS system and hosting for the DocSecure watermarking services. Documentum Index Servers provide the indexing of A-File documents and metadata into the SQL servers. This also supports the Documentum FAST search capabilities for surfacing search results The JBoss Application Server provides web services deployment infrastructure for system interfaces and hosting for Chilkat ZIP compression services. Microsoft Active Directory (AD) provides identity management components of EDMS. Microsoft SQL Servers provide the primary RDBMS environment. Network Appliance SAN and NAS provide the primary storage for images and index.
EDMS Objectives	Two primary objectives of the USCIS' Enterprise Document Management System (EDMS) are to serve as a major legacy system repository for A-Files, and T-Files (scanned by the Records Digitization Facility (RDF) and Scan On Demand Application (SODA) at NRC), and as a repository for current Receipt Files (scanned by JPMChase/Lockbox facilities), as well as to provide a web interface for vetted users to access the scanned copies of the A-Files, T-Files, and Receipt Files. The current user base consists of USCIS and ICE,users. The goal is to provide additional access to CBP and Department of State and other entities such as the DHS Office of the Inspector General. This goal relies on the multidomain authentication capabilities of the system. Current system

	architecture will need to be reviewed and capability enhanced prior to any significant increase to the user base. The goal of this redesign is to maintain an acceptable standard of service.
EDMS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS), CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), Refugee Application Processing System (RAPS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS), Central Index System (CIS) and the Re-Designed Naturalization Application Casework System (RNACS). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
EDMS Maintenance Requirements	The Contractor shall support the EDMS maintenance requirements for all tiers of the application environment and user access. USCIS anticipates completing the follow types of sustainment maintenance for EDMS during the performance of this SOW: • Enhancements to support TPO's Case Management system (Integrated Operating Environment) • Enhancements to support the needs of new and existing users • Support increase in volume of digitized files from ingest facilities into EDMS repository • Enhancements to support different views, additional roles, and printing options • Expand EDMS functionalities to include canned and ad hoc reports using SMART The Contractor shall keep EDMS current for subsequent absorption into Transformation's case management solution and work with OIT to scope and implement an expanded EDMS architecture to support a larger user base as needed.
EDMS User Application Support	The Contractor shall provide support to the EDMS training labs as follows: • Coordinate and assist OIT and Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the EDMS training environment in support of on-going end-user training classes.

Electronic Reading Room Document Preparing Project (ERRDPP)	
ERRDP Project	The USCIS Enterprise Services Directorate (ESD) has a mandate, under the Freedom of Information Act (FOIA), to supply Administrative Decisions, contract information, and Frequently Requested Documentation to the public. The Electronic Reading Room Document Preparing Project (ERRDPP) provides USCIS FOIA Office with a system to prepare and allow the general public to view documents approved by the Electronic FOIA Act. The Electronic Reading Room Document Preparing Project includes the capability of processing selected content, redacting personal identifying information, and posting documents onto the Electronic Reading Room (ERR) content page, which is located on the USCIS.gov website. The Electronic Reading Room Document Preparing Project solves the issues inherent with scanning, storing, and publishing items that are required to be displayed to the public electronically. The project is also tasked with providing these capabilities to FOIA in one user interface. FOIA's need to adhere to the Privacy Act when publishing the information to the web is a high priority; redacting sensitive information for administrative decisions is a mandate of the Privacy Act and a deterrent to fraud. Approximately 400-600 administrative decisions are transferred to FOIA per week. Of these, approximately 1,300 documents are processed monthly for publishing to the CSWP. As the ERR content page becomes recognized by the public, the content of the website is expected to display a wider range of documents. A goal of the ERRDPP is to increase the priority level and the visibility of the ERR Program and the service it provides to the public. Currently, there are many locations where the public can search for frequently requested USCIS documents. The system plan is for the ERR content page to become the central location or clearinghouse for both public and internal USCIS employees to access frequently requested FOIA documents. The Electronic Reading Room Document Preparing Project focuses on information accessibility and uses the business process to facilitate the creation of an automated workflow application in an effort to address the business needs of the ESD. At the core of the ESD is the need to manage the flow of information from FOIA to the public and internal USCIS employees. The Electronic Reading Room Document Preparing Project includes the ability to reduce the current manual processing required to prepare Administrative Appeals Decisions, contracts and frequently requested FOIA documents for publication to the ERR content page on the USCIS.gov website. It also provides the ability to generate statistical reports to review the content that is processed through the automated workflow. The initiative consists of the following subtasks for the creation of the automated ERRDPP workflow: • Digitization: Converts hard copy FOIA documents to digital format • Redaction: Provides the ability to electronically redact sensitive information for administrative decisions to adhere to the mandate of the Privacy Act; a deterrent to fraud • Quality Assurance (QA): Provides the ability to electronically review the digitized documents to ensure accuracy, proper redaction or formatting, prior to publication to the ERR content page • Publication: Provides the ability to publish content that is approved during the quality assurance phase to the ERR content page through the USCIS content management repository • Reports: Provides the ability to generate management level statistical reports to review the content that is digitized and processed through the ERRDPP workflow

	The Electronic Reading Room Document Preparing Project utility is a client server based application. The current ERRDPP software baseline consists of the following: Altasoft (DotImage Document Imaging v3.0 SDK) ; Microsoft (.NET Framework 1.1, Microsoft Visual Studio .NET 2003, Microsoft Data Access Components (MDAC) 2.6,); Seagate (Crystal Reports 8.0), Oracle (Oracle 9.2.0.7) and Adobe (Adobe 7).
ERRDP Objectives	The objectives for ERRDPP are to improve customer satisfaction with RIMD by expeditiously posting administrative decisions and other required documents to ERR. The ESD must also comply with the Paper Reduction Act (PRA) and the Government Paper Elimination Act (GPEA) as a main function of the office; must coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including Federal, state, and local agencies and the private sector.
ERRDP Coordination	There are no external ERRDPP interfaces. The Electronic Reading Room Document Preparing Project does not support an automated interface but maintains a manual interface to the USCIS Customer Service Web Portal (CSWP). ERRDPP documents that are ready for publishing are manually delivered via DVD on a monthly basis to the CSWP team for posting to the USCIS website.
ERRDP Maintenance Requirements	The Contractor shall be tasked with providing a written report (White Paper) on existing processes for collecting, reviewing, and making documents available to internal and external customers via the Internet and intranet; and make recommendations on implementation procedures for automating those processes to improve efficiency and reduce cost. The Contractor shall then assist the project team in developing corrective, adaptive, and relevance maintenance requirements and then implementing those requirements in ERRDPP releases.
ERRDP Training Support	The Contractor shall provide support to the ERRDPP training labs as follows: Coordinate and assist ERRDPP and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. Perform periodic database clean-up of the ERRDPP training environment in support of on-going end-user training classes.

Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	
FIPS Project	The U.S. Citizenship and Immigration Services (USCIS) uses the Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) to process requests from any person or entity seeking to obtain USCIS agency records. The Freedom of Information Act (5 USC § 522) established "an effective statutory right of public access" to federal agency records upon request by any person or entity. The Privacy Act of 1974 as amended (5 USC § 522a) established access to and amendment of Federal government records pertaining to U.S. citizens and/or lawful permanent residents. Freedom of Information Act Information Processing System uses document imaging, work flow, and other technologies to enable USCIS to manage the FOIA/PA case lifecycle for the more than 100,000 requests received annually while enabling the paperless

processing of FOIA and PA requests.

FIPS primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software. The following items comprise the internal FIPS components:

- Global 360 Case Manager – provides new functionality for workflow, auditing, and other case management functions
- Global 360 Process Manager – runs the underlying workflow component
- Global 360 Information Manager – stores documents and scanned images and associated annotations. The system also provides an archiving feature
- Global 360 Image Viewer – provides thin-client software to view images and add annotations
- Oracle 11g – maintains all data including FOIA/PA attributes and information for Global 360
- WebLogic – provides the web server component prior to Global 360
- Captiva InputAccel – scans paper documents, indexes the files, and exports them for Global 360
- SAP Crystal Reports Server – generates the operational, management, and annual reports using a custom interface
- Sun Java J2SE Development Kit 5.0 Update 20 and Solaris – programming language used for the customization and extension of the Global 360 Case Manager system
- .Net – programming language used for specific requirements to interact with local machine capabilities
- Acrobat 8 Professional
- Dell OpenManage Server
- IMC Convert to Tiff Service
- McAfee VirusScan Enterprise
- Kofax Virtual Rescan
- Netapp Winscp
- Sophos AntiVirus Scanner
- Microsoft Windows

Freedom of Information Act Information Processing System needs to interface with the following external systems:

- DHS email – users need to be able to add email messages and their attachments into FIPS as responsive records; users need to be able to create and send email messages with attachments both within and outside DHS for tasks such as staffing and acknowledgement letters
- Electronic Document Management System (EDMS) A-File Repository – users need to be able to access the information in the A-File repository and have copies downloaded into FIPS as tracked and redactable documents
- USCIS *Web* Portal – Requesters need to be able to submit electronic FOIA requests and track their status in the process

Currently, the primary location for the majority of operational hardware is a Department of Justice Data Center, undergoing a migration to a USCIS Data Center. Additional user-associated data input equipment (i.e. scanners) is located at the National Records Center (NRC). In addition, Application support – FIPS 7 has two thick client applications that will require maintenance and support for scanning and printing. The interactions between the FIPS system, the COTS application and database, and the local PC require troubleshooting and resolution. Additionally the program requires direct support to run queries and information developed in coordination with the Government. These queries often have a short turnaround time due to the nature of the operations.

	In addition, FIPS uses Dell servers; SunFire V490; Captiva application servers that support the FIPS image capture system and facilitates upload to the local NRC database, an EMC SAN, various routers and switches, several high speed scanners, and production CD Burners located at the NRC: Rimage Protégé II; Fujitsu 5750C/si-6770 Scanners; Hewlett Packard LaserJet 8000 DN.
FIPS Objectives	The sustainment support objectives for FIPS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
FIPS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with FIPS. Currently, these systems include (but not limited to): Enterprise Document Management System (EDMS), Customer Service Web Portal (CSWP), Enterprise Service Bus (ESB), and Microsoft Outlook.
FIPS Maintenance Requirements	The contractor shall perform adaptive maintenance to upgrade or convert the system to adapt to changes in system requirements or processing environments. Proposed maintenance activities include, but are not limited to: • Add templates required for processing Government contract related FOIA request with the related sequence of document description. • Add functionality to dispose of duplicate cases. • Add capability to process the supplementary release of records out of the original case in FIPS. • Enable remote access to FIPS7 for FOIA processors who tele-work. • Add capability to count cases in circular search status in the existing FOIA request backlog. • Enhance the case count to eliminate referred cases and duplicate cases already processes from the FOIA Annual Report. • Add FIPS7capability to tabulate fees that should be charged to requesters. • Add FIPS7capability to generate and export reports in Excel, MS Word, and HTML. • Add FIPS7case fee waiver tracking and alert functionalities. • Add search function to responsive records with the capability to search meta-data and full text.
FIPS Training Support	The Contractor shall provide support to the FIPS training labs as follows: • Coordinate and assist FIPS and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the FIPS training environment in support of on-going end-user training classes.

Microfilm Digitization Application System (MiDAS)	
MiDAS Project	The HQ Records Division, as part of the Enterprise Services Directorate under USCIS, must conserve, restore, and preserve information contained in more than 100 million alien records. These records are housed in record sets consisting of; the Master Index (MI) microfilm, Flex-O-Line microfilm and/or microfiche (strips), and paper and microfilm Naturalization and Citizenship , and paper and microfilm immigrant and other alien records (Historical Records). The purpose of the MiDAS system is to improve the management and retrieval of records. There are approximately 47 million MI records and, to date, all have been converted into MiDAS. The Flex-O-Line contains the complete entry information on aliens registered from 1940 to 1950. No more than 2/3 of the Flex-O-Line records have been converted and entered into MiDAS. Over 26 million Historical Records (HR) consisting of Certificate Files (naturalization certificates, petitions, declarations, "odd" derivatives and repatriation certificates), Alien Registration Forms (AR-2) and Microtex records and some other small set of microfilm-based records have been converted for inclusion in MiDAS 2.1. Additional records and files remain in paper, microfilm, and digital format and are candidates for inclusion in MiDAS. The Genealogy Program was created in the Records Division with the objective of improving service to the public regarding historical records information requests pursuant to Public Law (PL) 106-553 of December 21, 2000. This is a fee-for-service operation that will eventually allow the Records Division to recover costs for providing historical records services to the general public. MiDAS needs to be enhanced to better support Genealogy operations both internally and via the e-Commerce MiDAS web module. The MiDAS system is designed to meet the business needs of Records Operations and Genealogy. The MiDAS system consists of seven components: MiDAS Search Engine (MSE), Records Operations Web Request site, Records Operations Case Management Toot (CMT), Genealogy Web Request site, Genealogy CMT; and two reporting components, Actuate reports for Records Operations and for Genealogy. MiDAS has the ability to retrieve data and images based on indexes and track the work flow of a request placed in either the Records Operations Web Request site or the Genealogy Web Request site The current MiDAS software baseline consists of the following VB.Net , XML, JavaScript, SQL, DHTML, Oracle 9i~11g, Seibel 7.xx~8.x.x standard and high interactivity modes.
MiDAS Objectives	The objectives of this MiDAS project are to: expand records and indices available electronically (MSE); improve internal user interface (CMT); and update and improve web request interfaces (e-commerce and Request sites). It is very important to have reliable case management tracking and reporting. Records Division must also coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the

	electronic exchange of data mission-partners, including federal, state and local agencies and the private sector. The sustainment support objectives for MiDAS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
MiDAS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with MiDAS. Currently, these systems include (but not limited to): Pay.gov. In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
MiDAS Maintenance Requirements	USCIS anticipates completing the follow types of change directives for the MiDAS system during the performance of this Task Order: • The Contractor shall support the incorporation of queries against other sources of data in order to comply with Congressional mandates, Federal Regulatory Laws, and business owners requirements. • The Contractor shall support the ORM-IRPSP envisioned turnkey solution from initial data capture through final resolution. The application will capture necessary data from request forms; generate automated search requests, track the progress and status of each request, and provide search request reports as described in the documentation provided by the DHS. • The Contractor shall support the MiDAS Web Based maintenance requirements. • The Contractor shall support development of reference information integrated into the MiDAS System (on-line help). • The Contractor shall support the planned conversion of additional data and images for inclusion in the MiDAS system.. • The Contractor shall support updates to the CMT to provide a unified tracking for search requests, expanded reporting, and refined case management processes.
MiDAS Training Support	The Contractor shall provide support to the MIDAS training labs as follows: • Coordinate and assist MIDAS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the MIDAS training environment in support of on-going end-user training classes.

National File Tracking System (NFTS)	
NFTS Project	The National File Tracking System (NFTS) Web-based application was established to allow USCIS personnel to request, track, or check the file location of individual immigration records (i.e. A-files, T-Files, S-Files, etc...) via a centralized database. The system is an integral part of the Records Management process. It supports the DHS need to track files at the national as well as local level and supports over 17,000 users. The National File Tracking System provides efficient access to high quality immigrant information by maintaining accurate file inventory and location information. The National File Tracking System is the successor system to the Personal Computer-Receipt and Alien-File Accountability and Control System (PC-RAFACS). With the exception of the Solaris host, NFTS Servers are currently configured with either five or six drives. The first two are configured in a RAID 1 and the remaining drives are configured in a RAID 5 for redundancy purposes. These servers all are host 3.0 gigahertz or faster processors with 4 gigabytes of RAM memory and two 1 gigabyte Ethernet adapters. The IIS and application components of the NFTS Web application are hosted on clustered servers. This provides for load balancing and fail over capability in both the IIS and application tier of this system. If a server in the cluster should become unavailable or over utilized, users will be routed to a server with available resources. These features help support fault tolerance and provide for enhanced availability of the Web application. Any application web server can be used assume the roll of the "Interface server", which would require a load balancer configuration change. The following products are used to support the NFTS System Software Architecture Asp (Visual Interdev) • Microsoft JavaScript • Microsoft VBScript • Microsoft IIS 6.0 • Microsoft Message Queue (MSMQ) • Microsoft VBScript Regular Expressions 5.5 • Microsoft COM+ 1.0 • MicrosoftActiveX Dll (Visual Basic) • Microsoft ActiveX Exe (Visual Basic) • NT Services • XML • SOAP • Oracle Client 9.x • MDAC 2.X (ADO) • Crystal Reports XI, Release 1, Patch 4 • AGS Outbound 4.7.0. SP3 The NFTS Web application has six non-database interfaces, which includes Central Index System (CIS), Central Information Processing System, (CIPS) Reengineered Naturalization Casework System, (RNACS) and Refugee, Asylum, and Parole System (RAPS). In addition, NFTS includes

	a real-time type interface to the Computer-Linked Application Information Management System (CLAIMS 3 and CLAIMS 4) and EDMS (Enterprise Document Management System).
NFTS Objectives	The purpose of NFTS is to support the DHS priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among USCIS, ICE, and CBP; and provide statistical reporting to USCIS offices and other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible.
NFTS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with NFTS. Currently, these systems include (but not limited to): Computer-Linked Application Information Systems; Refugees, Asylum, and Parole System (RAPS); The Central Index System (CIS); Re-Designed Naturalization Application Casework System (RNACS); SMART; eCISCOR and the National Archives and Records Administration's Systems. In addition, the Contractor will frequently work with users.
NFTS Maintenance Requirements	Maintenance requirements will include the removal of file tracking functionality from the Central Index System (CIS) so that NFTS is the system of record for all file tracking within USCIS. This includes allowing NFTS to generate all external requests for files in the system and providing the updated information on location and transfer to the Central Index System via the File Transfer Display Transaction. The National File Tracking System will be required to support the capture of information that will enable USCIS to assign a fee for each transaction in NFTS performed to, by or for other agencies. A system report that can be pulled to support the invoicing of fees associated with Records services will accompany the fee for service capability. The system will be required to adapt to additional interfaces inside USCIS, DHS, and other Federal agencies To include updates of new A-Files created by ICE and CBP via interfaces. This includes engineering real-time interfaces with the Central Index System (CIS). Contractor support of the system may include follow-up training, audits of files, and working at the site directly with users resulting in travel to targeted DHS sites. In addition, NFTS shall be modified to allow the audit function to be used to immediately update the location of a file and mark files that have previously been marked "lost" as "found". Also, the system has not had any major releases in the last five years. There are over 100 system change requests (SCRs) currently approved by the Customer Review Board and tentatively identified as being part of a release that need to be reviewed and scheduled in at least two major releases during this fiscal year. A major release must include substantial portion of these SCRs (no less than 30) unless it is determined by the Contractor, OIT, and the Business program that it cannot be accomplished.
NFTS Training Support	The Contractor shall provide support to the NFTS training labs as follows: • Coordinate and assist NFTS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product

	capabilities. • Perform periodic database clean-up of the NFTS training environment in support of on-going end-user training classes.

Scan on Demand Application (SODA)	
SODA Project	Scan on Demand Application (SODA) refers to the process whereby user requested paper A-Files are converted into digital records. This process has enabled USCIS to provide requested A-Files to the user community in a quicker, more efficient fashion. The primary groups of DHS personnel making requests to view A-Files through SODA are: U.S. Immigration and Customs Enforcement (ICE), U. S. Customs and Border Protection (CBP), and USCIS FOIA/PA Program. On a monthly basis, ICE, CBP and USCIS FOIA/PA currently request to view thousands of A-Files; on average, ICE requests more than 100,000, CBP requests more than 20,000, and FOIA/PA requests more than 8,000. Currently, if the National Records Center (NRC) receives an e-mail request for a file that is located at their facility, the file is delivered to the SODA area for processing. The Records Digitization Facility (RDF) in Kentucky is also tasked with scanning and indexing A-Files. Select file populations are chosen for scanning at the RDF. In either case, the resulting digitized A-Files are then ingested into the Enterprise Document Management System (EDMS) for persistent storage and later retrieval. The interface for loading A-Files into EDMS is well defined and was designed to accommodate additional sites besides the NRC and RDF facilities. Currently, SODA's only interface is with the Enterprise Document Management System (EDMS), the USCIS electronic document repository. The A-Files scanned through the SODA process are uploaded into EDMS using the current EDMS A-File ingestion process. The details of the interface are described in the EDMS /SODA Interface Control Agreement (ICA) document. The function of the SODA/EDMS interface is to provide a notification to EDMS that a digitized A-File is ready for ingestion, to convey the location of the A-File prepared by SODA, to provide the digitized A-File in the approved format, and to retrieve either notification of a successful ingestion or error messages detailing the reasons for the lack of a successful ingestion. The A-File processing for SODA currently only takes place at the NRC, but may expand due to Transformation or other needs. All of the steps in the SODA process, from generating pull tickets through and including quality assurance, take place at the NRC. Once processing is complete, the batch is converted into PDF format and staged for ingestion into the EDMS repository. The Captiva-based imaging server then makes the electronic files available for ingestion by EDMS. For SODA data backup, the Dell servers boot from the SAN and the Sun servers have the database stored on the SAN. The SAN is replicated to a DHS data center SAN as the back-up methodology. A local back-up system and library is installed at the NRC for the high speed IBML scanners and the associated servers. Currently, the data retention period for scanned files is 3 to 4 weeks. The purpose of a local storage is to serve as a temporary repository prior to uploading the digitized A-files for persistent storage in the EDMS repository. The SODA equipment primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software.The production environment consists of the

	following principal hardware components: Ten Dell PowerEdge 2950 computer servers whose functions include image capture, file transfer, imaging, archive-imaging and reports - three of these servers are used to support the IBML; two Sun SPARC Enterprise T5240 servers that are used as Oracle database servers; one FAS2050 Network Appliance used for image storage; ten Fujitsu 5750C/6770i Scanners used as auxiliary scanners for documents; two Kodak I620 scanners that are used to scan documents for batches with Expedited treatment; and two IBML Trak3 scanners used for general production scanning of documents. The following software is used in the production environment: Oracle Database Server Version 10.2.0.2.0 based on the Sun servers; Visual Basic custom utility application Visual Studio 2008 on the client machines; Microsoft Access 2003 custom utility application on the Administrator client machines; Captiva InputAccel (image capture system) 5.3 SP3 on the Dell servers; Kofax Virtual Rescan document image software on the client scan machines; Microsoft Windows XP operating system SP3 on the client workstations; Windows Server 2003 Enterprise Edition operating system SP2 on the Windows servers; Oracle Client administrator version 10.2g on the client stations and Dell servers; IBML Soft Trac scanner administration software version 5.65R1 on the IBMLs; McAfee Virus Scan Enterprise version 8.6 on all Windows servers and clients; Microsoft SQL server database server version 2005 on the IBMLs; Solaris Sun operating system version 10 on the Sun servers; Sophos AntiVirus scanner version 10 on the Sun servers and Backup Exec back up agent version 10 on the IBML servers.
SODA Objectives	The objective of SODA is to provide a process used to convert requested (or demanded) paper A-Files into electronic records residing within the Enterprise Document Management System (EDMS). This process enables USCIS Records to provide multiple users with access to requested A-Files at the same time and eliminate mail costs. The goal of SODA is to employ current image-capture technology to digitize A-Files on an as-needed basis in an efficient and effective manner.
SODA Coordination	The Contractor shall coordinate with the EDMS team to ensure the continued smooth operation of both systems as related to the ingestion interface. The Contractor shall also collaborate with the teams running the USCIS IT monitoring tools (ArcSight and OpNet Ace/Panorama) in order to proactively take charge when trends leading up to ingest issues start appearing and reactively when ingest issues occur on the SODA side of the ingest process.
SODA Operational Support Requirements	The Contractor shall support the current SODA system interface and the ad hoc database, service-wide inventory functionality, records analysis utility, and connectivity for the system.
SODA Maintenance Requirements	The Contractor shall be required to support any planned expansion of the SODA application and work with OIT to stay in compliance with OIT policies; support the requirements created by the NRC and Headquarters Records Division with releases that will enhance the performance of the system to the level needed. Proposed maintenance activities include, but are not limited to: • Expand SODA functionalities to include canned and ad hoc reports using SMART. • Increase SODA capabilities to support the ingestion of 54,000,000 pages per year.
SODA Training Support	The Contractor shall provide support to the SODA training labs as follows: • Support SODA and OIT staff members with the development, implementation, and documentation of the SODA training environment.

	• Support the creation and presentation of training materials as required. • Perform periodic database clean-up of the SODA training environment in support of on-going end-user training classes.

Refugee, Asylum, & International Operations

Asylum Pre-Screening System (APSS)	
APSS Project	The Asylum Pre-Screening System (APSS) was developed and deployed in 1996 to support processing of illegal aliens who might have a plausible case for asylum in the United States. Initially, the Asylum Pre-Screening Officer program was to have focused on the screening of individuals who are detained pending exclusion hearings, with the object of paroling qualifying detainees until their hearings before an Immigration Judge. After passage of new immigration legislation in late FY 96, however, the scope of the system was expanded to include asylum pre-screening for individuals encountered at any ports of entry and at any point within the U.S. The Asylum Pre-Screening System was developed to allow USCIS (formally INS) officers and management to track and manage casework, schedule interviews, update relevant findings and decisions, generate reports, and assess the effectiveness of the asylum pre-screening program. The system provides the following capabilities: • Capture of case data • Case tracking support • Control of case interviews • Generation of management and statistical reports • Support the District Directors' parole decisions quality assurance review The current APSS software baseline consists of the following: IBM 3093 Platform; COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages; and Polytron Version Control System (PVCS) Tracker, Migration Request Tracking System (MRTS), and Visio PC Packages. The Asylum Pre-Screening System data is stored in a centralized Integrated Database Management System (IDMS) network database. The online data entry system provides users with inquiry and update capability. The system is comprised of five principal components: case maintenance, interview maintenance, decision maintenance, inquiry, and system maintenance. The Asylum Pre-Screening System has no internal or external interfaces.
APSS Objectives	The objective is to retire APSS and include the functionality in the TPO Case Management system.
APSS Coordination	The Contractor shall coordinate with the Asylum office throughout the lifecycle of the program
APSS Maintenance	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that cause APSS to malfunction.

Requirements	

Refugees, Asylum and Parole System (RAPS)	
RAPS Project	Refugees, Asylum and Parole System (RAPS) was developed and implemented in April 1991 to provide case tracking support; automated exchange of information with other USCIS and external systems; and generation of standard forms and correspondence. Until the development of RAPS, there had been no systematic way to track asylum cases, or to derive accurate statistics on the asylee population. Responses to inquiries about the numbers and nationalities of asylees who had been or who were being processed by the USCIS necessitated manual searches and reporting by the district office staff around the country. To alleviate these problems, a centralized automated system was developed to support the processing of currently active casework and new asylum applications. Effective January 1995, new legislation (Asylum Reform) went into effect that provided for coordinated processing of asylum cases between USCIS and the immigration courts. The purpose of the legislation was to discourage aliens from applying for asylum as a means for obtaining employment authorization documents. It provided that processing of all asylum applications by both USCIS and the courts had to be completed within 180 days; with the result that applicants were no longer eligible for work documents until their application was granted or until the 180-day period had passed. Under Asylum Reform, USCIS was given the first 60 days in which to complete its processing of the application, either granting the case or referring it to an immigration court; the courts had the remaining time to complete their process. To support the requirements of Asylum Reform, the RAPS database was completely redesigned, and new software to support the accelerated processing of casework was implemented. The original intent to include refugee and parole casework in RAPS was abandoned in the early 1990s, and therefore RAPS tracks only asylum cases. The current RAPS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RAPS Objectives	The objective is to retire RAPS and include the functionality into the TPO Case Management system.
RAPS Coordination	Coordination with the Refugee, Asylum and International Operations, Office of Transformation Coordination (OTC) and Department of State, through OIT, will be required.
RAPS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Application User Support	The Contractor shall perform periodic database clean-up of the RAPS training environment in support of on-going end-user training classes.

Parole Case Tracking System (PCTS)	
PCTS Project	The Parole Case Tracking System (PCTS), used by Refugee Affairs International Operations (RAIO) provides casework data entry and tracking for both Significant Public Benefit Paroles (SPBP) and Humanitarian Paroles (HP), and is in use at DHS HQ, California, and Florida. Specific functions include data entry, forms generation, and reporting. The Parole Case Tracking System currently has no automated interfaces with any other system. The Parole Case Tracking System generates paper forms that are used as part of a manual interface with other Federal agencies and other organizations within the DHS. Federal Law grants to the U.S Attorney General the authority to parole into the U.S., for humanitarian or other reasons, any person otherwise ineligible for admission, and to establish criteria for determining eligibility for parole. The Attorney General has delegated that authority to DHS. The Parole Office, within IAO, is responsible for the handling of SPBP cases and HP cases for Asia. The other two overseas district offices currently have responsibility for the processing of humanitarian paroles for their districts. Significant Public Benefit Paroles are generally requested by law enforcement agencies, and typically involve short-term visits for the purpose of testifying in criminal trials or involvement in other law enforcement activities. Humanitarian Paroles are issued to individuals, otherwise ineligible for admission, for reasons such as medical care, the death of a family member and other humanitarian reasons. The Parole Case Tracking System has been designed to allow the capture and reporting of all required information related to these activities, as well as the tracking of SPBPs until they depart from the U.S. PCTS is a client/server application running on a Dell 2950 Server using Windows 2003 Server, Oracle 11g, EMC Networker, Crystal Reports, and Visual Basic.
PCTS Objectives	The primary objective of this project is to continue PCTS sustainment activities. It is expected that the PCTS functionality will be replaced by another system in FY11. The contractor shall provide support for various IT activities such as data center maintenance, software updates, migrations, user issues and installation, helpdesk inquiries, decommissioning, etc. as needed.
PCTS Coordination	PCTS is a standalone system that does not interface with any other systems. Contractor coordination will only be required with the PCTS project team and RAIO.

PCTS Maintenance Requirements	USCIS anticipates completion of only those maintenance activities which are deemed minimally necessary to support the system during the performance of this SOW. The goal is to keep the system operational until such time as a replacement is ready to support the functionality.
PCTS Application User Support	The Contractor shall provide support to the users and the PCTS team as needed. The Contractor shall update and maintain the User Manual as needed. No formal user training is required.

Appendix 2: Application Support Summary

The following table provides data that summarizes application sustainment metrics. The estimated numbers of releases are estimates only. The actual number may vary depending on the maintenance needs that arise within a year.

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
APSS	1-2	N/A	3-5	8am – 8pm	5	Major: - 0 Mod. - 1 Minor: - 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 2 Weekly – 1	Low	900	0
AR-11	1-2	Lab Support	1	8am – 5pm	0	Major – 0 Mod. – 0 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 11	Low	2,300	1
BBSS	10-20	N/A	700	8am – 8pm	30	Major – 1 Mod. – 1 Minor – 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Bi-Weekly – 2 Monthly – 2	Medium	3,000	10
CLAIMS 3	15	N/A	100	8am – 8pm	360	Major – 2 Mod. – 15 Minor – 36	C3 MF: Eng. Env. – Yes Prod. Env. – Yes C3 LAN: Eng. Env. – Yes Prod. Env. – Yes	C3 MF: Eng. Env. – Yes Prod. Env. – Yes C3 LAN: Eng. Env. – Yes Prod. Env. – Yes	Daily – 4 Bi-Weekly – 4 Monthly – 4	Very High	20,000	20
CLAIMS 4	41	User Tng Lab Support	615	8am – 8pm	69	Major – 1 Mod. – 3 Minor – 14	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 15 Bi-Weekly – 2	High	4,304	11
CIS	10-15	N/A	25	8am – 5pm	20-25	Major – 2	Eng. Env. – Yes	Eng. Env. – Yes	Daily – 25	High	34,000	18

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Mod. – 2 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only	Weekly – 10 Monthly – 2 Quarterly – 3			
CPMS	5	N/A	200	8am – 8pm	30	Major – 1 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 45 Monthly – 4	Medium	20,000	1
CMIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1250	0
CRIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 2 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	750-1250	4
CSWP	1-5	User Tng	100	9am – 6pm	Major – 10 Mod. – 20 Minor – 35	Major – 1 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,600,000	1
EASS	1	N/A	4	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	204	1
eCISCOR	N/A	N/A	1	9am – 6pm	Major – 4 Minor – 25	Major – 3 Mod. – 0 Minor – 15	Eng. Env. – Support Only Prod. Env – No	Eng. Env. – No Prod. Env – No	N/A	Medium	0	3
EDMS	5-10	Lab Support	75	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6	High	15,400	5
E-Filing	15	Lab Support	50	8am – 8pm	Major – 12 Mod. – 20 Minor – 40	Major – 0 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	40,000	2

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
ERRDPP	1-5	Lab Support	3	8am – 5pm	1-3	Major – 0 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	Low/ Medium	200	1
FD-258 EE	6-12	N/A	2	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	10	3
FD-258 MF	4	N/A	10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Weekly – 1 Monthly – 4	Medium	15,000	5
FDNS-DS	10-15	Lab Support	100	8am – 8pm	50	Major – 3 Mod. – 3 Minor – 2	Eng. Env. – No Prod. Env – No	Eng. Env. – No Prod. Env – No	Daily – 2	High	1,000	1
FIPS	8-10	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6 Yearly – 3	High	175	3
FMNS	1	N/A	4	8am – 8pm	4	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	300	1
ICMS	2	N/A	3	8am – 8pm	40	Major – 0 Mod. – 3 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	4,500	1
ICPS	5	N/A	25	8am – 8pm	25	Major – 2 Mod. – 6 Minor – 4	Eng. Env. – Yes Prod. Env. – Yes	Eng. Env. – Yes Prod. Env. – Yes	Daily – 3	High	150	5

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
InfoPass	2-5	Lab Support	50	8am – 8pm	10-15	Major - 0 Mod. - 3 Minor - 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30,000	0
MiDAS	25	Lab Support	30	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	High	1,050	2
NCSC Siebel	N/A	User Tng Lab Support	15	8am – 8pm	25	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1000	5
NFTS	30	Lab Support	110-132	9am-5pm	Major – 30 Mod. – 60 Minor – 80	Major – 2 Mod. – 3 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	High	17,000	8
PCTS	1-2	N/A	5-10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 6	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30	0
RAPS	25	N/A	9	8am – 8pm	10	Major – 1 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 30 Weekly – 19 Monthly – 6 Ad Hoc Daily – 1 Yearly – 1	Medium	12,000	14
Remedy	20	Lab Support	300	8am – 8pm	Major – 12 Mod. – 40	Major – 2 Mod. – 2	Eng. Env. – Yes Prod. Env –	Eng. Env. – Yes Prod. Env –	N/A	High	24,000	Current: 2

ADDITIONAL TASK ORDER TERMS AND CONDITIONS

Along with the following additional Task Order terms and conditions, all DHS EAGLE IDIQ Contract Clauses are applicable to this Task Order.

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses: http://www.acquisition.gov/far or http://www.arnet.gov/far/.

(End of clause)

52.204-10 REPORTING SUBCONTRACT AWARDS (SEP 2007)

52.216-7 ALLOWABLE COST AND PAYMENT (DEC 2002)

52.216-8 FIXED FEE (MAR 1997)

52.222-54 EMPLOYMENT ELIGIBILITY VERIFICATION (JAN 2009)

52.227-17 RIGHTS IN DATA -- SPECIAL WORKS (DEC 2007)

52.232-18 AVAILABILITY OF FUNDS (APR 1984)

52.234-4 EARNED VALUE MANAGEMENT SYSTEM (JUL 2006)

52.237-3 CONTINUITY OF SERVICES (JAN 1991)

52.245-1 GOVERNMENT PROPERTY (AUG 2010)

52.245-9 USE AND CHARGES (AUG 2010)

52.246-5 INSPECTION OF SERVICES—COST REIMBURSEMENT (APR 1984)

FAR CLAUSES INCORPORATED IN FULL TEXT:

52.217-7 OPTION FOR INCREASED QUANTITY—SEPARATELY PRICED LINE ITEM (MAR 1989)

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the option period of

performance expiration. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

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

(End of clause)

NOTE: An extension of the task order can occur subsequent to the base or any option period. If the task order is extended, the rates, terms, and conditions applicable to the extension remain the same as the period that is extended.

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

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

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed four (4) years and five (5) months.

(End of clause)

52.232-20 - Limitation of Cost (Apr 1984)

(a) The parties estimate that performance of this contract, exclusive of any fee, will not cost the Government more than (1) the estimated cost specified in the Schedule or, (2) if this is a cost-sharing contract, the Government's share of the estimated cost specified in the Schedule. The Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within the estimated cost, which, if this is a cost-sharing contract, includes both the Government's and the Contractor's share of the cost.

(b) The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that—

(1) The costs the Contractor expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of the estimated cost specified in the Schedule; or

(2) The total cost for the performance of this contract, exclusive of any fee, will be either greater or substantially less than had been previously estimated.

(c) As part of the notification, the Contractor shall provide the Contracting Officer a revised estimate of the total cost of performing this contract.

(d) Except as required by other provisions of this contract, specifically citing and stated to be an exception to this clause—

(1) The Government is not obligated to reimburse the Contractor for costs incurred in excess of (i) the estimated cost specified in the Schedule or, (ii) if this is a cost-sharing contract, the estimated cost to the Government specified in the Schedule; and

(2) The Contractor is not obligated to continue performance under this contract (including actions under the Termination clause of this contract) or otherwise incur costs in excess of the estimated cost specified in the Schedule, until the Contracting Officer (i) notifies the Contractor in writing that the estimated cost has been increased and (ii) provides a revised estimated total cost of performing this contract. If this is a cost-sharing contract, the increase shall be allocated in accordance with the formula specified in the Schedule.

(e) No notice, communication, or representation in any form other than that specified in paragraph (d)(2) of this clause, or from any person other than the Contracting Officer, shall affect this contract's estimated cost to the Government. In the absence of the specified notice, the Government is not obligated to reimburse the Contractor for any costs in excess of the estimated cost or, if this is a cost-sharing contract, for any costs in excess of the estimated cost to the Government specified in the Schedule, whether those excess costs were incurred during the course of the contract or as a result of termination.

(f) If the estimated cost specified in the Schedule is increased, any costs the Contractor incurs before the increase that are in excess of the previously estimated cost shall be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice directing that the increase is solely to cover termination or other specified expenses.

(g) Change orders shall not be considered an authorization to exceed the estimated cost to the Government specified in the Schedule, unless they contain a statement increasing the estimated cost.

(h) If this contract is terminated or the estimated cost is not increased, the Government and the Contractor shall negotiate an equitable distribution of all property produced or purchased under the contract, based upon the share of costs incurred by each.

(End of clause)

52.232-22 - Limitation of Funds (Apr 1984)

(a) The parties estimate that performance of this contract will not cost the Government more than (1) the estimated cost specified in the Schedule or, (2) if this is a cost-sharing contract, the Government's share of the estimated cost specified in the Schedule. The Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within the estimated cost, which, if this is a cost-sharing contract, includes both the Government's and the Contractor's share of the cost.

(b) The Schedule specifies the amount presently available for payment by the Government and allotted to this contract, the items covered, the Government's share of the cost if this is a cost-sharing contract, and the period of performance it is estimated the allotted amount will cover. The parties contemplate that the Government will allot additional funds incrementally to the contract up to the full estimated cost to the Government specified in the Schedule, exclusive of any fee. The Contractor agrees to perform, or have performed, work on the contract up to the point at which the total amount paid and payable by the Government under the contract approximates but does not exceed the total amount actually allotted by the Government to the contract.

(c) The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of (1) the total amount so far allotted to the contract by the Government or, (2) if this is a cost-sharing contract, the amount then allotted to the contract by the Government plus the Contractor's corresponding share. The notice shall state the estimated amount of additional funds required to continue performance for the period specified in the Schedule.

(d) Sixty days before the end of the period specified in the Schedule, the Contractor shall notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract or for any further period specified in the Schedule or otherwise agreed upon, and when the funds will be required.

(e) If, after notification, additional funds are not allotted by the end of the period specified in the Schedule or another agreed-upon date, upon the Contractor's written request the Contracting Officer will terminate this contract on that date in accordance with the provisions of the Termination clause of this contract. If the Contractor estimates that the funds available will allow it to continue to discharge its obligations beyond that date, it may specify a later date in its request, and the Contracting Officer may terminate this contract on that later date.

(f) Except as required by other provisions of this contract, specifically citing and stated to be an exception to this clause—

(1) The Government is not obligated to reimburse the Contractor for costs incurred in excess of the total amount allotted by the Government to this contract; and

(2) The Contractor is not obligated to continue performance under this contract (including actions under the Termination clause of this contract) or otherwise incur costs in excess of (i) The amount then allotted to the contract by the Government or; (ii) If this is a cost-sharing contract, the amount then allotted by the Government to the contract plus the Contractor's corresponding share, until the Contracting Officer notifies the Contractor in writing that the amount allotted by the Government has been increased and specifies an increased amount, which shall then constitute the total amount allotted by the Government to this contract.

(g) The estimated cost shall be increased to the extent that (1) the amount allotted by the Government or, (2) if this is a cost-sharing contract, the amount then allotted by the Government to the contract plus the Contractor's corresponding share, exceeds the estimated cost specified in the Schedule. If this is a cost-sharing contract, the increase shall be allocated in accordance with the formula specified in the Schedule.

(h) No notice, communication, or representation in any form other than that specified in paragraph (f)(2) of this clause, or from any person other than the Contracting Officer, shall affect the amount allotted by the Government to this contract. In the absence of the specified notice, the Government is not obligated to reimburse the Contractor for any costs in excess of the total amount allotted by the Government to this contract, whether incurred during the course of the contract or as a result of termination.

(i) When and to the extent that the amount allotted by the Government to the contract is increased, any costs the Contractor incurs before the increase that are in excess of (1) The amount previously allotted by the Government or; (2) If this is a cost-sharing contract, the amount previously allotted by the Government to the contract plus the Contractor's corresponding share, shall be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice and directs that the increase is solely to cover termination or other specified expenses.

(j) Change orders shall not be considered an authorization to exceed the amount allotted by the Government specified in the Schedule, unless they contain a statement increasing the amount allotted.

(k) Nothing in this clause shall affect the right of the Government to terminate this contract. If this contract is terminated, the Government and the Contractor shall negotiate an equitable distribution of all property produced or purchased under the contract, based upon the share of costs incurred by each.

(l) If the Government does not allot sufficient funds to allow completion of the work, the Contractor is entitled to a percentage of the fee specified in the Schedule equaling the percentage of completion of the work contemplated by this contract.

(End of clause)

52.251-1 Government Supply Sources (APR 1984)

The Contracting Officer may issue the Contractor an authorization to use Government supply sources in the performance of this contract. 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 not be considered to be "Government-furnished property," as distinguished from "Government property." The provisions of the clause entitled "Government Property," except its paragraphs (a) and (b), shall apply to all property acquired under such authorization.

(End of clause)

HOMELAND SECURITY ACQUISITION REGULATION (HSAR) CLAUSES INCORPORATED BY REFERENCE:

The full text of HSAR clauses may be accessed electronically at the following address: http://farsite.hill.af.mil/VFHSAR1.HTM

3052.219-71 DHS MENTOR-PROTÉGÉ PROGRAM (JUN 2006)

3052.242-71 DISSEMINATION OF CONTRACT INFORMATION (DEC 2003)

3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (DEC 2003)

3052.245-70 GOVERNMENT PROPERTY REPORTS (AUG 2008) [Deviation]

HSAR CLAUSES INCORPORATED IN FULL TEXT:

3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)

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

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the

Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel under this Contract are listed in the SOW.

PROGRAM MANAGER	Overall authority for the Task Order. Shall qualify as an EAGLE Level IV employee. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
TECHNICAL DIRECTOR	Shall qualify as an EAGLE Level IV employee. Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
SECURITY MANAGER	Shall qualify as an EAGLE Level IV employee. Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM MANAGER	Shall qualify as an EAGLE Level IV employee. Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

(End of clause)

3052.204-70 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (JUN 2006)

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

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

(1) Within 30 days after contract award, the contractor shall submit for approval its IT Security Plan, which shall be consistent with and further detail the approach contained in the Offeror's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.

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

Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.

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

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

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

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

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

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

(End of clause)

3052.204-71 CONTRACTOR EMPLOYEE ACCESS (JUN 2006)

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

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security

Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

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

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

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

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

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

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

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

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

(End of clause)

ALTERNATE I (JUN 2006)

When the contract will require contractor employees to have access to Information Technology (IT) resources, add the following paragraphs:

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

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

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

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

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

(1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;

(2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and

(3) The waiver must be in the best interest of the Government.

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

(End of clause)

3052.209-73 LIMITATION OF FUTURE CONTRACTING (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 based on the premise that contractors who provide USCIS Services in a Program Management Support or Consulting capacity such as developing USCIS specific business requirements & providing impact analysis may give rise to a potential organizational conflict of interest on contracts where the contractor is providing services in an operational support capacity. Services provided in a Program Management or Consulting capacity may have a direct impact on contracts of an operational support nature. Likewise, services performed on the operational support contract could impair a contractor's capacity to provide impartial advice on the Program Management Support or Consulting Services contract. These conflicting roles could result in the inability to render impartial or objective assistance or bias a contractor's judgment resulting in an impaired objectivity Organizational Conflict of Interest.

(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.

(End of clause)

Advertisements, Publicizing Awards, and News Releases

All press releases or announcements about agency programs, projects, and contract awards need to be cleared by the Program Office and the Contracting Officer. Under no circumstances shall

the Contractor, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of this contract in any publicity news release or commercial advertising without first obtaining explicit written consent to do so from the Program Office and the Contracting Officer.

The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to other products or services."

Performance Reporting

For active contracts valued in excess of simplified acquisition threshold, the Federal Acquisition Regulation (FAR) 42.1502 Policy requires federal agencies to prepare contractor performance evaluations (report cards). Report cards are completed and forwarded to the contractor for review within 30-days from the time the work under the contract is completed for each contract year. Interim evaluations by the Contracting Officer may be completed as necessary. The contractor has 30-days to reply with comments, rebutting statement, or additional information that will be made part of the official record.

Contractor Employee Suitability Determinations

In accordance with the Security Requirements contained the Statement of Work, employees requiring USCIS Information System access for installation of images or system configuration require Suitability Determinations. The Security Requirement section of the SOW details the requirements of the Suitability Determinations. To expedite processing of appropriate suitability documentation, contractor is required to submit documentation within 10 calendar days of award.

Invoicing Instructions

Invoices shall be for services incurred against the work performed during the previous month's period of performance which shall begin on the first of the month and end on the last day of the month.

Invoices shall be received by the 10th day of each month and include billable items for the previous month's period of performance. The contractor shall include with the invoice all supporting documents, e.g., travel reports/receipts, support for other direct costs, and the associated Monthly Status Report (MSR).

An email copy of each invoice, including backup supporting documentation, shall be sent electronically to the COTR, Contract Administrator, OIT-Invoice@dhs.gov, and any other CCs as may be specified by the COTR. The following information shall be indicated on the cover email that forwards the invoice:

- Payee's name and address
- Payee's invoice point of contact name, address, phone number, email address
- Date voucher prepared

- Contract number and award date
- Invoice/voucher number
- Discount terms
- Payee's account number
- Number and date of order
- Date of delivery or service
- Articles or services description
- Quantity
- Price
- Invoiced amount

(The section below will be removed after award.)

INSTRUCTIONS TO OFFERORS

52.209-2 PROHIBITION ON CONTRACTING WITH INVERTED DOMESTIC CORPORATIONS—REPRESENTATION (JUL 2009)

(a) Definition. "Inverted domestic corporation" means a foreign incorporated entity which is treated as an inverted domestic corporation under 6 U.S.C. 395(b), i.e., a corporation that used to be incorporated in the United States, or used to be a partnership in the United States, but now is incorporated in a foreign country, or is a subsidiary whose parent corporation is incorporated in a foreign country, that meets the criteria specified in 6 U.S.C. 395(b), applied in accordance with the rules and definitions of 6 U.S.C. 395(c).

(b) Relation to Internal Revenue Code. A foreign entity that is treated as an inverted domestic corporation for purposes of the Internal Revenue Code at 26 U.S.C. 7874 (or would be except that the inversion transactions were completed on or before March 4, 2003), is also an inverted domestic corporation for purposes of 6 U.S.C. 395 and for this solicitation provision (see FAR 9.108).

(c) Representation. By submission of its offer, the Offeror represents that it is not an inverted domestic corporation and is not a subsidiary of one.

(End of provision)

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Cost Plus Fixed Fee contract resulting from this solicitation.

(End of provision)

52.217-5 EVALUATION OF OPTIONS (JUL 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

(End of Provision)

NOTE: This includes the option entertained by FAR 52.217-8.

52.234-3 NOTICE OF EARNED VALUE MANAGEMENT SYSTEM - POST AWARD IBR (JUL 2006)

a) The Offeror shall provide documentation that the Cognizant Federal Agency has determined that the proposed earned value management system (EVMS) complies with the EVMS guidelines in ANSI/EIA Standard -748 (current version at time of solicitation).

(b) If the Offeror proposes to use a system that has not been determined to be in compliance with the requirements of paragraph (a) of this provision, the Offeror shall submit a comprehensive plan for compliance with the EVMS guidelines.

(1) The plan shall--

(i) Describe the EVMS the Offeror intends to use in performance of the contracts;

(ii) Distinguish between the Offeror's existing management system and modifications proposed to meet the guidelines;

(iii) Describe the management system and its application in terms of the EVMS guidelines;

(iv) Describe the proposed procedure for administration of the guidelines, as applied to subcontractors; and

(v) Provide documentation describing the process and results of any third-party or self-evaluation of the system's compliance with the EVMS guidelines.

(2) The Offeror shall provide information and assistance as required by the Contracting Officer to support review of the plan.

(3) The Government will review and approve the Offeror's plan for an EVMS before contract award.

(4) The Offeror's EVMS plan must provide milestones that indicate when the Offeror anticipates that the EVM system will be compliant with the ANSI/EIA Standard -748 guidelines.

(c) Offerors shall identify the major subcontractors, or major subcontracted effort if major subcontractors have not been selected, planned for application of the guidelines. The prime Contractor and the Government shall agree to subcontractors selected for application of the EVMS guidelines.

(End of provision)

HSAR 3052.219-72 Evaluation of Prime Contractor Participation in the DHS Mentor-Protégé Program (JUN 2006)

This solicitation contains a source selection factor or sub-factor regarding participation in the DHS Mentor-Protégé Program. In order to receive credit under the source selection factor or sub-factor, the Offeror shall provide a signed letter of mentor-protégé agreement approval from the DHS Office of Small Business and Disadvantaged Business Utilization (OSDBU) before initial evaluation of proposals. The contracting officer may, in his or her discretion, give credit for approvals that occur after initial evaluation of proposals, but before final evaluation.

(End of provision)

NOTIFICATION TO OFFERORS OF CONTRACTOR SUPPORT SERVICES IN SUPPORT OF THE SELECTION PROCESS

Offerors are advised that employees of the firm identified below may serve as Source Selection Organization members in the source selection process. These individuals will be authorized access to only those portions of proposal data and discussions that are necessary to enable them to perform their respective duties. Such firms are expressly prohibited from competing on the subject acquisition and from scoring or rating of proposals or recommending the selection of a source.

[redacted]

(b)(4)

I. General Task Order Request For Proposal Instructions

The Department of Homeland Security, U.S. Citizenship & Immigration Services (USCIS) is considering issuing a Task Order against one of the current DHS EAGLE contracts. USCIS intends to make a single Cost Plus Fixed Fee Task Order award for Sustainment Program Application Support (SPAS).

The Government may reject any or all proposals if such action is in the Government's interest.

The Government may waive informalities and minor irregularities in proposals received.

The Government intends to evaluate proposals and award a task order without discussions with Offerors. Therefore, the Offeror's initial proposal should contain the Offeror's best terms from a cost or price and technical standpoint. The Government reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary. If the Contracting Officer determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

Exchanges with Offerors after receipt of a proposal do not constitute a rejection or counteroffer by the Government.

The Government may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or sub-line items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items is significantly overstated or understated as indicated by the application of price or cost analysis techniques. A proposal may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to the Government.

A written award or acceptance of proposal mailed or otherwise furnished to the successful Offeror within the time specified in the proposal shall result in a binding contract without further action by either party.

II. Specific Instructions

Requirements:

Submit one Technical proposal (Volume I) and one Business proposal with excel pricing file (Volume II) in Microsoft Office 2003 format via email in accordance with the SF1447. Email submission shall be submitted to chad.parker@dhs.gov .

NO FAXED PROPOSALS WILL BE ACCEPTED.

All offers shall include the signed SF-1447, acknowledgement of Amendments, if applicable, filled out and signed Offeror's response to provisions. All submissions shall have the name and address of the Offeror along with the Solicitation Number.

- Proposal Number shall be clearly marked on all pages of the proposal
- Proposals shall identify Dun & Bradstreet Number(s) and applicable DHS EAGLE Contract Number

Offerors are cautioned to review the Task Order Request for Proposals (TORFP) and ensure that the proposal submitted complies with all the requirements. Each proposal shall clearly demonstrate the Offeror understands the overall and specific technical requirements of the solicitation. Offeror's must provide the requested technical, past performance, small business participation, and cost/pricing information (cost or pricing data requested). Pricing information shall be provided in excel file only, no pricing information shall be contained in the written business proposal. Clarity and completeness of the proposal is of the utmost importance. The proposal must be written in a practical, clear, and concise manner. Proposals must be legible, single-spaced, computer-printed copy (on one side only), in a type-size not smaller than eleven (11) point proportional, on paper not larger than eight-and-a-half by eleven inches.

Proposal Submission Organization and Page Limits:

TITLE	PAGE LIMIT
Volume I – Business Proposal	
-Section I: Price Information	Unlimited
-Section II: Past Performance	10 pages (excludes questionnaires)
-Section III: Small Bus Participation	Unlimited
Volume II – Technical Proposal -Section I: Technical Approach -Section II: Management Approach -Section III: Corporate Experience	75 Pages (excludes cover page, table of contents, lists of exhibits, compliance matrix, acronym list and tabs. Executive summaries are considered part of the page count.) **Pricing information <u>shall not</u> be included in the Technical proposal.**

Volume Contents:

(a) Business proposal (Volume I)

Section I: Cost/Price Information

(1) Cover Letter shall include:

- Solicitation Number;
- Name and address of Contractor;
- Point of contact telephone number, fax number and email address (primary POC for this proposal);
- Subcontractors and business size;
- Name/POC for cognizant Contract Administration Office and Audit Agency, Phone number and email address if available;
- Date of submission
- Name, title, and signature of the Prime Contractor's authorized representative (signature authority);
- Data Universal Numbering System (DUNS) and Taxpayer Identification Number (TIN) for prime and sub-contractors;
- Forward Pricing Rate Agreements (FPRA)
- Cognizant Security Office, POC information.
- Evidence that the Cognizant Audit Agency has performed an Accounting System Review and found the system to be acceptable. Name and POC of Cognizant Audit Agency who performed the review.

(2) Completed and signed SF 1447.

(3) Acknowledgement of all amendments.

(4) Completion of cost/pricing schedule **(EXCEL FILE ONLY).** To include the weighted guidelines form.

(5) Identification and description of each labor category proposed.

(6) Certified cost or pricing data to include a pricing breakdown and narrative discussion of all price components to allow for a comprehensive breakdown. Pricing information shall be inclusive of all associated costs (unburdened direct labor rates, indirect rates, fringe benefits, overheads, subcontracts, and other direct costs) required to perform the requirements of the SOW base period and option periods.

The Offeror shall provide the following information for each proposed labor category and its associated option period CLINs, in a table format – labor category proposed, applicable EAGLE rate, applicable EAGLE rate minus fee, proposed rate, and relevant cost information. The Offeror shall explain the choice of labor category and the complete rate build-up for each labor category proposed.

The Offeror must submit separate rates for prime, each affiliate, and each subcontractor

in accordance with FAR 52.216-29 of the EAGLE IDIQ contract. The Offeror shall assume all costs associated with preparation of proposals for task order awards under the fair opportunity process as an indirect charge. The Government will not reimburse awardees for fair opportunity proposals as a direct charge.

(7) Completion of provisions FAR 52.209-2 and FAR 52.234-3.

(8) The Offeror should explain and support its rationale for the proposed fee. The Offeror shall submit a completed DHS Form 700-17: Weighted Guidelines with the Business Proposal (See Attached).

Section II: Past Performance

The Offeror shall provide relevant past performance information for a minimum of (3) but not more than (5) references in the following order:

- Past performance on previous EAGLE task orders;
- Past performance on other USCIS and/or DHS contracts/task orders;
- If no past performance exists on EAGLE or other USCIS and/or DHS contracts/task orders, past performance on contracts with other agencies and non-government companies.

In addition, the Offeror shall submit a minimum of (3) but not more than (5) references for those subcontractors who are expected to perform 25% or more of the overall contract value. To be considered, past performance data may not be older than 3 years from the date of the proposal, and may include active contracts. For each reference, provide:

- Reference Name (Government Entity or Company)
- Program Title
- Contracting Agency
- Contract Number/Task Order Number (if applicable)
- Brief description of the contract effort, including results and successes
- Type of Contract
- Period of Performance
- Original contract dollar value and current or actual dollar value
- Actual completion date
- Contract names, addresses, telephone numbers, fax numbers and e-mail addresses of current, or last (if contract completed) Contracting Officer's Technical Representative (COTR), Program Director/Manager and /or Contract Manager.

The Offeror shall also be responsible for ensuring that each of the customer references receives and completes the Past Performance Questionnaire which shall be emailed to chad.parker@dhs.gov by the time and date the proposals are due as stated on the SF1447.

In addition to customer references, the Government will use past performance information obtained from sources other than those identified by the Offeror, to include publicly available reports and Government wide databases.

This information for all references shall not exceed ten (10) pages total. Pages in excess of ten (10) will not be considered. This is exclusive of the questionnaires received directly from references.

*Past Performance shall also include the following information: The Offeror shall discuss their current EAGLE prime contract subcontracting goals and a discussion regarding whether the goals are being achieved. In addition, the Offeror may discuss how they are achieving their Small Business Subcontracting goals on other USCIS or DHS contracts/Task Orders.

Section III: Small Business Participation (Applicable to Other than Small Businesses Only)

The Offeror shall provide a written narrative detailing their intent to maximize small business participation under this task order. Offerors who propose to maximize opportunities for small business subcontracting by exceeding the DHS small business subcontracting goals and who participate in the DHS Mentor-Protégé program in a meaningful way can expect to receive a higher rating than an Offeror that meets the goals and does not participate in the DHS Mentor-Protégé program. The proposal must address the following:

- The proposal shall include a Small and Disadvantaged Subcontracting Plan prepared in accordance with FAR 19.704 for this task order. All 11 elements of the subcontracting plan will be reviewed for sufficiency.
- The Plan shall address the Offeror's proposed subcontracting to Small Businesses, HUBZone Small Businesses, Service-Disabled Veteran-Owned Small Businesses, Small Disadvantaged Businesses, and Women-Owned Small Businesses. The Offeror shall describe how their approach maximizes opportunities for the various socio-economic categories.
- The Offeror shall subcontract 30% of the total contract value to Small Business concerns and give a percentage breakdown of contract value by prime and subcontractor.
- The DHS Small Business Subcontracting Goals are shown below. SDB, WOSB, HUBZone and SDVOSB are subcategories of Small Business.

Department of Homeland Security Small Business Subcontracting Goals

Category	Percentage
SB	40%
SDB	5%
WOSB	5%
HUBZone	3%
SDVOSB	3%

- Offerors are encouraged to participate in the DHS Mentor-Protégé program although participation is not mandatory for this task order. If the Offeror participates in the program, the proposal shall include the Office of Small & Disadvantaged Business Utilization (OSDBU) office signed letter of Mentor-Protégé Program approval and the actual agreement between the Mentor and Protégé describing the relationship and areas of assistance. Offerors shall describe how the Mentor will utilize the Protégé in a meaningful way in this acquisition and the degree to which that participation furthers the developmental assistance of the Protégé as stated in the Mentor-Protégé agreement.

(*Applicable to Other than Small Businesses Only.)

(b) **Technical proposal (Volume II)**

The Offeror shall provide a written narrative detailing their proposed solution to accomplish the requirements of the SOW. The Offeror shall detail the capability to provide the requirements of the SOW in a manner that demonstrates their knowledge, understanding, and technical ability. The technical evaluation criteria shall be addressed to demonstrate this capability. In addition, the technical proposal shall include a compliance matrix indicating where in the proposal each SOW requirement is addressed. The technical response must address the following:

Section I: Technical Approach
The Offeror shall describe their technical approach in meeting the requirements of the SOW and TORFP attachments.

Section II: Management and Staffing Approach
The Offeror shall describe their management and staffing approach in meeting the requirements of the SOW and TORFP attachments.

Section III: Corporate Experience
The Offeror shall describe their relevant corporate experience as it relates to performance of all areas of the SOW.

Offeror's are encouraged to organize their proposals so they align with the evaluation criteria, to include factors, sub-factor, and elements. While aligning their proposal in this manner, Offeror's

should include SOW references to ensure their response not only addresses the evaluation factors for award, but also the SOW requirements to be addressed.

PROPOSAL EVALUATION

1. **Background:**
The Government will award a single task order resulting from this solicitation to the responsible Offeror whose offer conforms to the solicitation and represents the best value after evaluation in accordance with the factors listed herein, using the trade-off process.

2. **Basis of Award:**
The best value determination is performed by the Source Selection Authority and will be made by comparing the differences (strengths, weaknesses, and risks) in the value of the non-price factors with the differences in the price proposal. In making this comparison, the Government is more concerned with obtaining technical capability superiority rather than the lowest overall price. However, the Government will not issue an award to a contactor who presents a significantly higher overall price to achieve only slightly superior technical capabilities. The Government will make this assessment through the development of a trade-off analysis.

3. **Evaluation Factors/Criteria:**
This section provides information regarding the specific factors and sub-factors for evaluation purposes. This procurement is being conducted using EAGLE source selection procedures.

Technical Capability, Past Performance, Small Business Participation, and Price are being evaluated. The Technical Capability factor is significantly more important than the Past Performance factor. The Past Performance factor is slightly more important than the Small Business Participation factor. All evaluation factors, other than price, when combined, are significantly more important than price. Award will be made to the Offeror(s) whose proposal in the judgment of the Source Selection Authority represents the best value to the Government.

(a) **Technical Capability Factor**

The technical factor will assess the ability of the Offeror to demonstrate the knowledge, understanding, and technical ability to meet the requirements of the SOW. The following sub-factors will be evaluated to ascertain the Offeror's ability to meet USCIS SPAS technical requirements and to demonstrate a full and complete understanding of the SOW requirements. Proposals shall address and include technical solutions to the following sub-factors.

The Technical Capability Factor contains three sub-factors. Sub-factors (1) and (2) are of equal importance and are individually more important than sub-factor (3). Sub-Factors 1 and 2 contain elements which are rated equally and are numbered numerically below each Sub-Factor.

1. **Technical Approach (Sub-factor 1):** The Offeror's technical approach will be evaluated to the extent to which the proposal addresses the following:

    i. Extent to which the Offeror's proposal addresses its approach to ensure efficiencies of Government-supplied property in the set-up and maintenance of a development environment for the various applications named in the SOW.
    ii. Extent to which the Offeror addresses its approach to quality assurances and processes to ensure application release deployments work in the production environment as designed.
    iii. Extent to which the Offeror describes how they will estimate cost and schedule of planned releases, and communicate these estimates to appropriate stakeholders.
    iv. Extent to which the Offeror's proposal addresses its approach in meeting the requirements of the SOW and attachments.
    v. Evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI (reference SOW Section 8).
    vi. Extent to which the Offeror proposes a Government-verified EIA-748-compliant Earned Value Management System (EVMS).

2. **Management and Staffing Approach (Sub-factor 2):** The Offeror's management and staffing approach will be evaluated to the extent to which the proposal addresses the following:

    i. Extent to which the Offeror's proposed organization, governance, and Project Management structure meet the SOW requirements.
    ii. Offeror's ability to building effective processes between the contractor's management and technical activities.
    iii. Extent to which the Offeror's proposed key personnel meet the experience and certification requirements identified in the SOW.
    iv. Extent to which the Offeror's staffing (non-key) proposes skills/certifications that are relevant to the SOW.

3. **Corporate Experience (Sub-factor 3):** The Offeror's corporate experience will be evaluated to the extent to which the Offeror demonstrates relevant corporate experience to perform all areas of the SOW and attachments.

(b) **Past Performance Factor**

Past Performance will be evaluated on the basis of performance risk. While good past performance does not always assure good prospective performance and vice versa, past performance is nonetheless an indicator of future performance.

A risk assessment will be made of an Offeror's potential performance based on the Offeror's and major subcontractors' (25% of overall contract value) past performance. Past performance evaluation will consider whether the Offeror's (and major subcontractors') past performance is

relevant in the aggregate to this acquisition (work performed is similar to the IT services in the SOW, scope is similar in complexity to the required services, and contract value is similar, whether the reports show a pattern of consistency in past performance, timeliness of deliveries or performance, quality of performance, cost control, contractor responsibility, and achievement of small business subcontracting goals.

The evaluation will include data provided through the Past Performance Information Retrieval System (PPIRS).

This evaluation criterion will be rated using the following descriptors: Unacceptable/High Risk, Good/Medium Risk, Outstanding/Low Risk, or Neutral. An Offeror without a record of relevant past performance or for whom information on past performance is not available will be rated Neutral Risk. A Neutral rating does not advantage or disadvantage an Offeror.

Recent past performance is defined as within the past three years. If some of the Offeror's (and major subcontractors') past performance is relevant and the rest is not, only the relevant past performance will be evaluated for purposes of past performance.

Offeror's (and major sub-contractors') performance information order of preference is as follows:

1. Previous or current relevant task orders past performance information under Offeror's corresponding DHS EAGLE IDIQ contract;
2. Past performance information on other DHS contracts/task orders and other government (federal, state) agency contracts/task orders;
3. Commercial customer contract past performance information.

If the Offeror has no relevant past performance, the Offeror shall submit a certification to the CO indicating the Offeror has no relevant past performance.

(c) **Small Business Participation Factor (Applicable to Other than Small Businesses Only)**

Small business prime Offerors will not be evaluated on this factor and will receive a neutral rating for the Small Business Participation Factor. Proposals will be evaluated to determine the extent to which the Offeror provides the maximum practical opportunity for small business participation. Offerors who propose to maximize opportunities for small business subcontracting can do so by exceeding the DHS small business subcontracting goals. Additionally Offerors who participate in the Mentor-Protégé program in a meaningful way can expect to receive a higher rating than an Offeror that meets the goals and does not participate in the Mentor-Protégé program.

Proposals will be evaluated to determine the extent to which the offer provides the maximum practical opportunity for small business participation and the degree of commitment to implementing small business participation. Proposals will be evaluated for Small Business Participation using the following two sub-factors listed in descending order of importance:

1. Maximization of Small Business Opportunities (all elements below are equally rated)
   a) Compliance with FAR 19.704 (all 11 elements of the small business subcontracting plan).
   b) Approach maximizes Small Business participation to Small Business, HUBZone Small Business, Service-Disabled Veteran-Owned Small Business, Small Disadvantaged Business, and Woman-Owned Small Business firms.
   c) Extent to which the Offeror meets or exceeds the DHS small business subcontracting goals.

2. Participation in the DHS Mentor-Protégé Program
   a) Participation in the Mentor-Protégé program whereby Offerors utilizes the Protégé in a meaningful way in this acquisition and degree to which that participation furthers the developmental assistance of the Protégé to achieve the goals of the Mentor-Protégé agreement.

1) Maximization of Small Business Opportunities:
The TORFP provides small business sub-contracting goals and the small business sub-contracting plan shall be used as a basis for determining the maximization of small business opportunities. Proposed subcontracting to HUBZone Small Business, Service-Disabled Veteran Owned Small Business, Small Disadvantaged Business, and Woman-Owned Small Business will be evaluated in terms of maximizing opportunities for the above mentioned small business categories. The degree of commitment to implementing these proposed opportunities, including signed subcontracting agreements or other letters of intent will also be evaluated. The past performance information (e-srs) demonstrating the Offerors ability to maximize the utilization of small business sub-contracting shall be evaluated.

Department of Homeland Security Small Business Subcontracting Goals

Type of Business	Goal % of Total Planned Subcontracting Dollars
Small Business (SB)	40%
Small Disadvantaged Businesses (SDB)	5%
Women-Owned Small Businesses (WOSB)	5%
Service-Disabled Veteran Owned Small Business (SDVOSB)	3%
Veteran-Owned Small Business (included in SDVOSB)	3%
HUBZone	3%

2) Participation in the DHS Mentor-Protégé Program:
Participation in the DHS Mentor-Protégé Program will be evaluated in terms of the degree of participation of the protégé in this acquisition and the degree to which that participation is meaningful and furthers the developmental assistance of the protégé as stated in the Mentor-Protégé agreement.

In addition to the OSDBU signed letter of Mentor-Protégé Program approval referenced in the provision below, the Offeror shall provide (with the initial proposal) the actual agreement

between the Mentor and Protégé describing the relationship and areas of assistance. Offerors shall describe how the Mentor will utilize the Protégé in a meaningful way to achieve the goals of the agreement and the goals of the Mentor-Protégé program. The Offeror shall clearly describe the Mentor-Protégé relationship and how the Protégé will be used in a meaningful way in this acquisition and the degree to which that participation is meaningful and furthers the developmental assistance of the protégé as stated in the Mentor-Protégé Agreement.

(d) **Price Factor**

The Price Factor will be evaluated along with other business aspects of the price proposal. The purpose of conducting a cost and price proposal evaluation is to assess the reasonableness of the proposed price, including all options, and to assess the acceptability of the other business matters of the proposal. The results of the price proposal evaluation shall also be used as an aid in determining each Offeror's understanding of the requirements of the solicitation.

The price and cost evaluation will assess the reasonableness of the proposed prices and cost, including all options, in accordance with one or more price and cost analysis techniques as identified in FAR 15.404. Any proposal that is unreasonable or materially unbalanced as to price or cost for base or option line items may be rejected. An unbalanced proposal is one that incorporates prices that are significantly understated or overstated as indicated by price and cost analysis techniques. Likewise, proposed fees and share ratios will be analyzed using submitted DHS Form 700-17 and any associated rationales to determine price reasonableness.

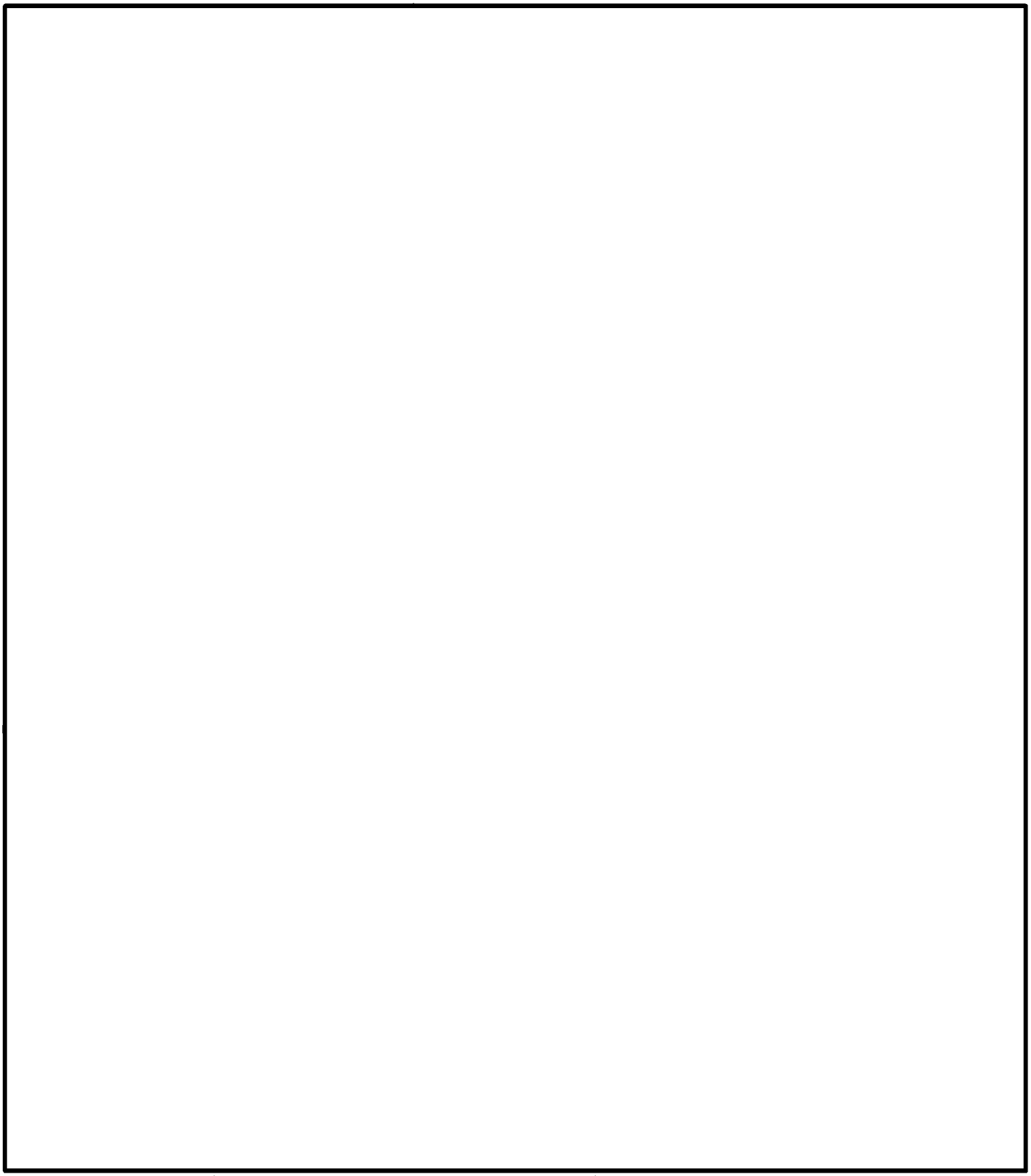
The offers will be evaluated by summing the total price of the base period with the total price of each option period as well as the option entertained by FAR 52.217-8 and FAR 52.237-3.

Prior to conducting the cost and price analysis, each price proposed will be examined for arithmetic accuracy and consistency of the information presented in the pricing schedule. Any proposal that is unreasonable or materially unbalanced as to price for base or option line items may be rejected. An unbalanced proposal is one that incorporates prices that are significantly understated or overstated as indicated by cost and price analysis techniques.

The cost and price analysis will also include other areas of the Offeror's business proposal to make sure it complies with the instructions provided in the RFP instructions.

The Price Factor evaluation will be conducted on the total proposed price including all options and optional CLINS, excluding the transition CLIN. Transition will not be included in the total evaluated price; it will be evaluated separately as to not displace the non-incumbent Offerors.

APPENDIX A: PAST PERFORMANCE QUESTIONNAIRE



Description	Model/Serial #	Manuf.	Quantity
#6 Ground Wire - Stranded - Green Sheath	THHN-6-STR-GRN-2500R	General Dyn.	90
#6 Ground Wire - Stranded - Green Sheath			90
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	8
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
8x5xNBD Svc^ for Catalyst 4506R Series Modular Switch	CON-SNT-WS-C4506	Cisco	3
AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	CAB-AC	Cisco	0
ASA 180W AC Power Supply	ASA-180W-PWR-AC	Cisco	0
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5500 AnyConnect Client + Cisco Security Desktop Software	ASA-ANYCONN-CSD-K9	Cisco	0
ASA 5500 Series Software v8.2	SF-ASA-8.2-K8	Cisco	0

Description	Model/Serial #	Manuf.	Quantity
ASA 5500 Strong Encryption License (3DES/AES)	ASA5500-ENCR-K9	Cisco	0
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	ASA5520-BUN-K9	Cisco	1
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	ASA5520-BUN-K9	Cisco	0
ASA 5520 VPN Plus 750 IPsec User License (7.0 Only)	ASA5520-VPN-PL	Cisco	0
Black Velcro Roll-3/4 X 15 ft.	HLS-15RO	General Dyn.	12
Black Velcro Roll-3/4 X 15 ft.			12
Blade Chassis	PowerEdge M1000e	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Blade Server	M610	Dell	
Cable Runway Support Bracket	OR-MM6CRB06	General Dyn.	6
Cable Runway Support Bracket			6
Cat4500 E-Series 6-Slot Chassis, fan, no ps	WS-C4506-E	Cisco	3
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
Catalyst 4500 1000W AC Power Supply (Data Only)	PWR-C45-1000AC	Cisco	3
Catalyst 4500 1000W AC Power Supply Redundant(Data Only)	PWR-C45-1000AC/2	Cisco	3
Catalyst 4500 E-Series 48-Port 10/100/1000 (RJ45)	WS-X4648-RJ45-E	Cisco	15
Catalyst 4500 E-Series Sup 6-E Lite, 2x10GE(X2) w/ Twin Gig	WS-X45-SUP6L-E	Cisco	3
Catalyst 4900M Compact Flash, 128MB Option	MEM-C4K-FLD128M	Cisco	3
Circuit Extension from Demark to Computer Room		Verizon	1

Description	Model/Serial #	Manuf.	Quantity
Circuit Extension from Demark to Computer Room		Verizon	1
Circuit Extension from Demark to Computer Room		Cisco	1
Circuit Extension from Demark to Computer Room		Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco IPS AIM for 1841, 2800 and 380(	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 380(	AIM-IPS-K9	Cisco	1
Cisco Router (Device Purchase)		Verizon	1
Cisco Router (Device Purchase)		Verizon	1
Cisco Router (Device Purchase)		Cisco	1
Cisco Router (Device Purchase)		Cisco	1
Cisco VPN Client Software (Windows, Solaris, Linux, Mac)	ASA-VPN-CLNT-K9	Cisco	0
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Copper Patch Panel Connector Cable-5 ft.-BLUE	AT1505EV-BU	General Dyn.	100
Copper Patch Panel Connector Cable-5 ft.-BLUE			100
Copper Patch Panel Connector Cable-7 ft.-BLUE	AT1507EV-BU	General Dyn.	700
Copper Patch Panel Connector Cable-7 ft.-BLUE			700
Disk Array	KTN-STL4	Dell	
Disk Array	KTN-STL4	Dell	
Disk Array	KTN-STL4	Dell	
Disk Array	KTN-STL4	Dell	
Disk Array	Power Vault MD3000i	Dell	
Disk Array	HNJ1NL1	Dell	
Disk Array	HNJ2NL1	Dell	
Disk Array	HNJCPL1	Dell	
Disk Array	HNJFPL1	Dell	
Disk Array	HNJGML1	Dell	
End Panel	OR-MM6EP706	General Dyn.	2
End Panel			2
Full DS-3 45Mb		Verizon	1
Full DS-3 45Mb		Verizon	1

Description	Model/Serial #	Manuf.	Quantity
Full DS-3 45Mb		Cisco	1
Full DS-3 45Mb		Cisco	1
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	8
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
Grounding Kit for Rack	556438-1	General Dyn.	3
Grounding Kit for Rack			3
Horizontal Wire Manager 3.5"x19"x3.7"	WMPF1E	General Dyn.	12
Horizontal Wire Manager 3.5"x19"x3.7"			12
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
Junction Splice Kit (black)	11302-001	General Dyn.	2
Junction Splice Kit (black			2
KMM	PDJCN	Dell	
KMM CONSOLE	CN08V7WD-12963-9CB-04G5	Dell	
KVM	Poweredge 180AS KVM	Dell	
KVM Switch		Dell	
Ladder Rack - 12"X10' (black)	10250-712	General Dyn.	2
Ladder Rack - 12"X10' (black)			2
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Laptop	Latitude E6500	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	

Description	Model/Serial #	Manuf.	Quantity
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
Monitor	2209Wfp	Dell	
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Description	Model/Serial #	Manuf.	Quantity
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Description	Model/Serial #	Manuf.	Quantity
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Monitor	2209Wfp	Dell	
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Monitor	2209Wfp	Dell	
NAS	TRPE	EMC	
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AE	CON-OS-AS2BUNK9	Cisco	0
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
Power Supply	Power Supply	EMC	

Description	Model/Serial #	Manuf.	Quantity
Power Supply	Power Supply	EMC	
Printer	2330dn	Dell	
Printer	2330dn	Dell	
Printer	2330dn	Dell	
Printer	2330dn	Dell	
Printer	2330dn	Dell	
Printer	3130dn	Dell	
Printer	3130dn	Dell	
Printer	3130dn	Dell	
Printer	3130dn	Dell	
Printer	3130dn	Dell	
Printer	3130dn	Dell	
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Printer	5130cdn	Dell	
Printer	5130cdn	Dell	
Printer	5130cdn	Dell	
Printer	5330dn	Dell	
Printer	5330dn	Dell	
Printer	5330dn	Dell	
Printer	5330dn	Dell	
Printer	5330dn	Dell	
Rack	Rack	Dell	
Rack	Rack	Dell	
Rack	8PRD5M1	Dell	
Server	R710	Dell	
Server	R710	Dell	

Description	Model/Serial #	Manuf.	Quantity
Server	R710	Dell	
Server	HNGTNL1	Dell	
Server	HNGVNL1	Dell	
Server	HNGWNL1	Dell	
Server	HNGXNL1	Dell	
Server	HNH0NL1	Dell	
Server	HNH1NL1	Dell	
Server	HNH2NH1	Dell	
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
Switch	Brocade 300	Brocade	
Switch	Brocade 300	Brocade	
Switch	FastIron GS 648P-STK	Foundry	
Switch	FastIron GS 648P-STK	Foundry	
Tape Drive	ML6000	Dell	
Tape Drive	ML6000	Dell	
Tape Library	1039GD1	Dell	
Tyton Labels Self Laminating (patch cord) - wide	TAG22T3-100B	General Dyn.	1.5
Tyton Labels Self Laminating (patch cord) - wide			1.5
UPS	3570W	Dell	
UPS	3570W	Dell	
UPS	3570W	Dell	
UPS	3570W	Dell	
UPS	3570W	Dell	
UPS	IS0917004488	APC	
UPS Battery Pack	RT192V	APC	
UPS Battery Pack	IS0917004521	APC	
Vertical Cable Management Channel with Cover - 6"x8"x7'	ORMM6VMD706	General Dyn.	4
Vertical Cable Management Channel with Cover - 6"x8"x7'			4
Wall Angle Support Kit-Black	11421-712	General Dyn.	2
Wall Angle Support Kit-Black			2
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	

Description	Model/Serial #	Manuf.	Quantity
Workstation	GX780	Dell	
Workstation	GX780	Dell	
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Description	Model/Serial #	Manuf.	Quantity
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Description	Model/Serial #	Manuf.	Quantity
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Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
Workstation	GX780	Dell	
WorkStation	T7500	Dell	

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Description	Manuf.	Quantity	User	Application
AccVerify annual	AccVerify	20		CLAIMS 3 -
AccVerify annual maintenance renewal	AccVerify	20		CLAIMS 3 - ICPS
AccVerify perpetual single user/pc license	AccVerify	20		
ActiveReports Professional v2.x CD	CompuCom	1		
Actuate Reporting System	Various	3		Benefits NATZ
Adobe	Adobe	1		NFTS
Adobe Creative Suite 4 Web Premium for Windows Full Version	DiscountMountain.com	8		Benefits NATZ
Altova Mission Kit for SW Architects Ent Ed 2010 MP 5 Named U w/SMP 1 Yr ESD (EU)	GC Micro	2		NFTS
Altova XmlSpy	Various	11		MiDAS
AnaComp Document Solutions - AR Exception Samples (01/20/2005)	TBD	1		MiDAS
AnaComp Imaging Exception Samples	EDS	1		MiDAS
AppMetrics for Transactions 2.0	AppMetrics	1		MiDAS
AppMetrics for Transactions 2.0 - RESTRICTION - SEE COMMENT	AppMetrics	1		MiDAS
AppMetrics for Transactions 2.5	AppMetrics	1		MiDAS
AppMetrics for Transactions 2.5	AppMetrics	1		MiDAS
Aqua Data Studio	Various	2		CSWP
ASA 5500 5 Security Contexts License	Cisco	1		
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	Cisco	1		
Attrice Team Foundation Sidekicks	Various	8		
Aware NISTPack w/SequenceCheck License	Aware, Inc	11		CPMS
Aware NISTPack w/SequenceCheck Maintenance	Aware, Inc	11		CPMS
Backup Exec Library Expansion	DELL	4		CPMS
Backup Exec Server	DELL	7		
Backup Exec Server Media Kit	DELL	1		
Backup Exec Windows Systems	DELL	7		CLAIMS 4

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Description	Manuf.	Quantity	User	Application
BareGrep Pro	GC Micro	12		
Beyond Compare	Various	17		
CA ERwin Data Modeler r7.3 - Product plus 1 Yr Enterprise Maintennance	GC Micro	6		
Camtasia Studio version 6.0.3	Various	2		CSWP
CarrierRoute - City/State CD-ROM Monthly	USPS	1		
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise Edition	Mythics	4		
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise	Mythics	4		Engineering
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise Edition	Mythics	2		Engineering
Cognitec Maintenance	Cognitec	12		MiDAS
Cognitec Perpetual License	Cognitec	12		ITSSR
Crystal Reports XI Release 2, 4 Hr CBT course covers report design and creation using Crystal Reports XI	Various	5		NFTS
Crystal Reports XI Release 2, Crystal Reports XI Report Developers Edition	Crystal Reports	22		
DAON Engine Enterprise Edition, Development Bundle (1 environment)	CWS	2		
DAON Engine Enterprise Edition, Development Bundle Initial Bronze Support through February 20, 2011 (co-terminous with existing CPMS DAON software)	CWS	2		MiDAS
DAON Enrollment Edition 1 perpetual license	DAON	11		NFTS
DAON Enrollment Maintenance	DAON	11		CLAIMS 3

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Description	Manuf.	Quantity	User	Application
DAON Yr 1 Custom Supp for RAIO	DAON	1		MiDAS
Dell Getting Started With Your System - Remote Access Controller	DELL	1		NFTS
Dell Getting Started With Your System - Remote Access Controller	DELL	1		CLAIMS 3
Dell Gold Enterprise Support	DELL	1		CLAIMS 3
Dell Gold Premier Enterprise Support Service	DELL	1		CLAIMS 3
Dell PowerEdge 2850 Systems	DELL	1		CLAIMS 3
Dell PowerEdge 2950 Systems	DELL	1		CLAIMS 3
Dell PowerEdge and PowerVault Systems	DELL	1		CLAIMS 3
Dell PowerEdge Systems	DELL	1		NFTS
Dell PowerEdge Systems Installing Broadcom NetXtreme Drivers and TOE	DELL	1		
Dell PowerEdge Systems Installing Broadcom NetXtreme Drivers and TOE	DELL	1		CLAIMS 3
Dell Rack Installation Instuctions	DELL	1		CLAIMS 3
Dell Systems Installing VersaRails	DELL	1		CLAIMS 3
Department of Homeland Security Exception Samples - Before and After	TBD	1		CLAIMS 3
Department of Homeland Security Exception Samples - Before and After (03/10/2005)	TBD	1		CLAIMS 3
Diskeeper 2007	Diskeeper Corporation	1		CLAIMS 3
Diskeeper10 - Server Standard Edition	Diskeeper Corporation	1		CLAIMS 3
DSView 3 Management Software	DSView 3	1		CLAIMS 3
ERwin Data Modeler (Commercial)	Erwin	9		CLAIMS 3
ExamDiff Pro	prestoSoft.com	12		CLAIMS 3
Fujitsu	Fujitsu	1		CLAIMS 3
Fujitsu	Fujitsu	1		CLAIMS 3
Fujitsu	Fujitsu	2		CLAIMS 3
Genealogy	Perot Systems	1		CLAIMS 3
Genealogy (Look & Feel Samples)	Perot Systems	1		CLAIMS 3

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Description	Manuf.	Quantity	User	Application
Helios TextPad Single User License version 5.3.1	btsoftware.com	2		CLAIMS 3
Helios TextPad v5.2 text editor for Windows	textpad.software.informer.com	12		CLAIMS 3
HP 1Yr SW Support	Insight	1		CLAIMS 3
HP 1Yr SW Support	Insight	1		CLAIMS 3
HP 1yr SW Support HP Software Support 4PE Support	HP	4		CLAIMS 3
HP 1yr SW Support HP Software Support 6TP Support	HP	1		CLAIMS 3
HP First Year Support 9x5 Annual Software Subscription Includes T6512DAE Media	Spectrum Systems, Inc	1		MiDAS
HP First Year Support, 9x5 Annual Software Subscription	Spectrum Systems, Inc	3		MiDAS
HP First Year Support, 9x5 Annual Software Subscription	Spectrum Systems, Inc	1		MiDAS
HP First Year Support, 9x5 Annual Software Subscription Includes T6512DAE Media	Spectrum Systems, Inc	2		MiDAS
HP FT Seat Usr SW E-LTU	Spectrum Systems, Inc	2		MiDAS
HP FT Site CC User ExistCust SW E-LTU. HP Functional Testing Site Concurrent User Orderable as additional licenses for existing customers only software E-LTU. Incl. electronic license to use. (05/31/2009)	HP	4		MiDAS
HP FuncTest CC't 9.50 Eng SW E-Media HP Functional Testing Concurrent version 9.50 English Software E-Media	HP	1		NFTS
HP Functional Tester Seat user SW E-LTU	HP	1		ITSSR
HP Functional Tester Seat user SW E-LTU	Spectrum Systems, Inc	1		ITSSR
HP Functional Testing Site Concurrent User Software E-LTU	Insight	4		ITSSR

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Description	Manuf.	Quantity	User	Application
HP Functional Testing Version 10.00 Concurrent User English Software E-Media	Insight	1		ITSSR
HP Functional Testing Site Concurrent User SW E-LTU	Insight	2		ITSSR
HP QTP Area CC Usr SW LTU - Service Agreement ID: I033 4122 3639; HP Software Technical Unlimited Support; SW Technical/Electronic Support Quantity of 4 over 12 months	HP	12		ITSSR
HP QTP Area CC Usr SW LTU - Service Agreement ID: I033 4122 3639; HP Software Technical Unlimited Support; SW Technical/Electronic Support Quantity of 4 over 12 months	HP	12		ITSSR
HP QuickTest Prof CC 9.2 Engl SW Media	HP	1		ITSSR
HP Software 4PE Supp	Insight	4		ITSSR
HP Software 4PE Supp	Insight	2		ITSSR
HP Software 6TP Supp	Insight	1		
IBM Rational Rose Modeler v7.01 Authorized User License + 12 Months Software Subscription and Support with support from ComponentSource (OEM License not Passport Advantage)	ComponentSource	6		CPMS
ICF Samples	Perot Systems	1		CPMS
IDAutomation Code 39 Font Advantage Package (5 Developer license)	IDAutomation	1		CPMS
InstallShield 2010	Various	1		CPMS
InstallShield 2010 Premier with Virtualization Pack with Silver Maintenance 1 user license (per User, Machine) with Silver Annual Maintenance.	Component Source	1		Ben/NATZ - BBSS and SNAP
LEAD Technologies LEADTOOLS	Various	5		MiDAS
LTO-3 400/800 GB Tapes				MiDAS

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Description	Manuf.	Quantity	User	Application
MI Flex, Ifix/QA/Support Source Codes (September 2004)	TBD	1		CPMS
Microsoft CAL Visual Studio Team Foundation Server	Various	35		CPMS
Microsoft Project	Various	104		CPMS
Microsoft Visio	Various	160		Bene/NATZ - BBSS and SNAP
Microsoft Visual Studio .net Professional Version 2002	Visual Studio	1		CPMS
Microsoft Visual Studio Team System 2008 - Dev	Various	18		CPMS
Microsoft Visual Studio Team System Test Edition	Various	5		MiDAS
MiDAS v1.4.5 (11/2004)	TBD	1		MiDAS
MiDAS v1.4.5 and v 2.0 (August 23, 2004)	Perot Systems	1		MiDAS
MiDAS v1.4.5 Standalone Source Codes	Perot Systems	1		MiDAS
MiDAS QA Documentation (August 26, 2004)	Perot Systems	1		MiDAS
MiDAS v 1.4.5 Documentation	Perot Systems	1		MiDAS
MiDAS v 1.4.5 Package Assembly CD	Perot Systems	1		
Mselect SQL Server Ent Ed 2008 1 Proc Single Lang	Insight	1		
Mselect SQL Server Ent Ed 2008 Disk Kit	Insight	1		NFTS
Mselect SQL Server Standard Ed 2008 - Single Lang	Insight	4		
Mselect Visual Studio Foundation Server 2008 Disk Kit	Insight	1		
Mselect Visual Studio Foundation Server 2008 Single Lang	Insight	1		
Mselect Visual Studio Foundation Server 2008 User CAL Single Lang	Insight	5		MiDAS
Mselect Visual Studio Team Developer 2008 32 bit Win Disk Kit DVD English	Insight	1		
Mselect Visual Studio Team Developer 2008 Single Lang	Insight	2		
Mselect Windows Server Standard Ed 2008 R2- Single Lang	Insight	2		CLAIMS 4

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Description	Manuf.	Quantity	User	Application
NISTPack SDK Site License, valid up to 6 workstations, Windows	Aware, Inc	1		
NISTPack SDK Site License, valid up to 6 workstations, Windows, Annual Maintenance	Aware, Inc	1		E-Filing
NISTPack Server, Windows, 2 CPU dual core	Aware, Inc	2		MiDAS
NISTPack Server, Windows, Annual Maintenance	Aware, Inc	2		CSWP
Object Inspector	Various	14		CSWP
Open Market- Govt NetBackup Ent CLT 7.0 WIN LNX SOLX64 BS T2 1SVR (A3528946)	DELL	3		CSWP
Open Market0Govt NetBackup STD CLT 7.0 XPLAT BS 1SVR (A3519702)	DELL	15		CSWP
Open Market-Govt Essen 12 Mo NetBackup STD CLT 7.0 XPLAT Initial 1SVR BS (A3519703)	DELL	15		CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12 Mo NetBackup TLO 7.0 1DRV XPLAT Initial BS (A3520321)	DELL	2		CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12MO NBU CLT APP DB PK 7.0 WIN LNX SOL64 1SVR T2 BS (A3519701)	DELL	2		CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12MO NBU ENT CLT 7.0 WIN LNX SOLX64 Initial 1SVR T2 BS (A3528942)	DELL	3		CSWP
Open Market-Govt Essen 12MO NBU ENT SVR 7.0 WIN LNX SOLX64 Initial 1SVR T2 BS (A3528942)	DELL	1		CSWP
Open Market-Govt NetBackup CLT APP DB PK 7.0 WIN LNX SOLX64 BS T2 1SVR (A3519700)	DELL	2		CSWP
Open Market-Govt NetBackup Ent Server 7.0 Win LNX SOLX64 BS T2 1SVR (A3528933)	DELL	1		MiDAS
Open Market-Govt NetBackup TLO 7.0 1DRV XPLAT BS (A3520308)	DELL	2		MiDAS

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Description	Manuf.	Quantity	User	Application
Oracle 11g	Oracle 11g	1		CLAIMS 3
Oracle 8i	Oracle	1		CLAIMS 3, FDNS, CPMS
Oracle Seibel	Oracle	1		CPMS
Oracle Seibel v7.8 .2 Install	Oracle	1		CPMS
Oracle Seibel v7.8 Install	Oracle	1		Engineering
Oracle Seibel v7.8.2	Oracle	1		Engineering
Oracle Seibel v7.8.2 - Installer Package (09/14/05)	Oracle	1		MiDAS
Pervasive Auditmaster 20 User - SAIC Site - Audit Master	Pervasive	1		CLAIMS 3
Pervasive Auditmaster 50 User - AAO Site - Audit Master	Pervasive	1		CLAIMS 3, FDNS, CPMS
Pervasive Auditmaster 50 User - BDO Site - Audit Master	Pervasive	1		CSWP
Pervasive Auditmaster 6 User - QBCT - Prod Site - Audit Master	Pervasive	1		CSWP
Pervasive Auditmaster Unlimited Server - CSC Site - Audit Master	Pervasive	1		CSWP
Pervasive Auditmaster Unlimited Server - TSC Site - Audit Master	Pervasive	1		CPMS
Pervasive Auditmaster Unlimited Server - VSC Site - Audit Master	Pervasive	1		MiDAS
Pervasive Auditmaster Unlimited User - NBC Site - Audit Master	Pervasive	1		MiDAS
Pervasive Auditmaster Unlimited User - NSC Site - Audit Master	Pervasive	1		ERRDPP
Pervasive DataExchange v3.0 - RTBE 20 User Server - SAIC Site - Data Exchange	Pervasive	1		ERRDPP
Pervasive DataExchange V3.0 - RTBE 50 User Server - AAO Site	Pervasive	1		ERRDPP
Pervasive DataExchange v3.0 - RTBE 50 User Server - BDO Site - Data Exchange	Pervasive	1		CSWP
Pervasive DataExchange v3.0 - RTBE 6 User Server - Prod Site - Data Exchange	Pervasive	1		

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Description	Manuf.	Quantity	User	Application
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - CSC Site - Data Exchange	Pervasive	1		NFTS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - NBC Site - Data Exchange	Pervasive	1		MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - NSC Site - Data Exchange	Pervasive	1		MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - TSC Site - Data Exchange	Pervasive	1		MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - VSC Site - Data Exchange	Pervasive	1		MiDAS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows 6 User Count	Pervasive	6		NFTS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows 20 User Count	Pervasive	3		NFTS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows Suite 50 User Count	Pervasive	10		NFTS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows Suite Unlimited User Count	Pervasive	5		NFTS
Pervasive.SQL 2000 V8 SP2	Pervasive	1		NFTS
Premier Maintenance - ABR 10 Advanced Workstation (1 Yr)	Acronis	10		NFTS
Premier Maintenance - ABR 10 Server for Windows (1 Yr)	Acronis	3		NFTS
Premier Maintenance - ABR 10 Universal Restore Advanced Workstation (1 Yr)	Acronis	1		NFTS
Premier Maintenance - ABR 10 Universal Restore Server (1 Yr)	Acronis	1		NFTS

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Description	Manuf.	Quantity	User	Application
PSQL v10 Windows Server 6 User (32 bit) - Add'l PSQL Server Licenses for LAB	Pervasive	2		NFTS
PSQL v10 Windows Server 6 User Upgrade from PSQL v8 (32 bit) - NSC Site - Upgrade inside maintenance for SN 1144500, previously left off Order 122335	Pervasive	1		NFTS
Quest Software SQL Navigator for Oracle Version 4.2	SQL Navigator	1		NFTS
Red Hat Ent Lnx Adv Platform Unlld sockets 1 Yr Std Support	Insight	1		CPMS - RAIO Initiative
RPM Select SUM Renewal	Brooks Internet Software	1		CPMS - RAIO Initiative
Solaris 10	Solaris	1		CPMS - RAIO Initiative
Source Code: Genealogy MiDAS 2.0 (04.29.04)	Perot Systems	1		CPMS
SQL Navigator (support for Oracle 11g)	Various	5		CPMS
SQL Server				
Symantec LiveState Recovery Advanced Server v 3.0	LiveState	1		
Taoe Nedia for LT03, 400/800GB50 Pack CUST (341-2651)	DELL	1		CPMS - RAIO Initiative
Templates for Records - Keep		1		CPMS - RAIO Initiative
TestDirector for QualityCenter Site 5 CC User Pk SW E-LTU	Spectrum Systems, Inc	1		CPMS
TestDirector for QualityCenter Site CC User SW E-LTU	Spectrum Systems, Inc	3		CPMS
TextPad	Various	33		CPMS
TFS Licenses				CLAIMS 4 - ITSSR Task Order
TOAD DBA Suite for Oracle Per Seat License/Maint Pack	DLT Solutions	12		
Toad DBA Suite	Various	4		CSWP
TOAD for Oracle Base Edition	Various	21		

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Description	Manuf.	Quantity	User	Application
Toad for Oracle Base for Developer	Various	8		CSWP
TOAD for Oracle Per Seat License/Maint	DLT Solutions	16		CLAIMS 3, NPS
TOAD Xpert	Various	3		CLAIMS 3, NPS
UltraEdit	Various	5		CLAIMS 3, NPS
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	4		CLAIMS 3, NPS
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	4		CPMS - RAIO Initiative
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	2		CPMS - RAIO Initiative
Veritas NetBAckup				
VideoSoft VSFlex OCX	Various	6		
VideoSoft VSFlex2 OCX	Various	6		
Visio Professional 2003 Win Full	Insight	12		
Visual Source Safe 6.0d	Microsoft	1		NFTS
Visual Studio .net Enterprise Arch Version 2003	Microsoft	1		NFTS
Visual Studio .net Enterprise Arch Version 2003	Microsoft	1		NFTS
Visual Studio .net Enterprise Architecture Version 2003	Microsoft	1		NFTS
Visual Studio .net Pre-Requisities Version 2003	Microsoft	1		MiDAS
Visual Studio .net Professional Version 2003	Microsoft	1		MiDAS
Visual Studio .net Version 2003	Microsoft	1		
Visual Studio Team 2008 Development	SoftwareMedia.com	4		CSWP

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Description	Manuf.	Quantity	User	Application
Visual Studio Team 2008 Development	SoftwareMedia.com	5		CSWP
Visual Studio Team 2008 Test	SoftwareMedia.com	2		ERRDPP
Visual Studio Team 2008 Test	SoftwareMedia.com	2		
Windows 2008 Server Standard Edition (16)				PAS
Wise Package Installer	Various	1		CLAIMS 3, ITSSR Section 508 Compliance
WS_FTP Professional 1 Year Service Agreement	Insight	1		CLAIMS 3, ITSSR Section 508 Compliance
WS_FTP Server Corporate Edition (v.7.0) - license	Insight	1		CLAIMS 3

USCIS Sustainment Program Application Support
Solicitation No. HSSCCG-11-R-00012

ID #	DRFP Section	Reference	DRFP Text	Question
1	Appendix 1: Application Descriptions and Requirements	Page 75	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2011 • Transition from transactional database to relational database by FY2011	Given the timing of the solicitation, for CLAIMS 3, is the plan to remove all 51 DOS modules by the end of fiscal 2011 as stated in the SOW? Response: The plan is to remove all 51 DOS modules by the end of 2012. The SOW has been updated.
2	Appendix 1: Application Descriptions and Requirements	Page 75	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2011 • Transition from transactional database to relational database by FY2011	Given the timing of the solicitation, for CLAIMS 3, is the intention to transition from a transactional database to a relational database by the end of fiscal 2011 as stated in the SOW? Response: The Transition was recently completed. The SOW has been adjusted to reflect this change.
3	Appendix 1: Application Descriptions and Requirements	Page 74	N/A	Should the Enterprise Print Management Service application be included under the CLAIMS 3 umbrella major components? Response: This functionality was described in the SOW; however, the SOW has been updated to mention EPMS more specifically.
4	Appendix 2: Application Support Summary	Task Service Estimates		Please confirm whether the average number of Service Desk Tickets and Production Control Jobs for all applications is correct. Response: The numbers stated in the SOW are for planning purposes and are correctly stated; however, actual numbers may very in the future.
5	Appendix 2: Application Support Summary	Page 123		Considering the extended service hours for other applications, is it intended to have NFTS Service Desk support hours be 9am – 5 pm? Response: The SOW has been changed. Service Desk support hours are identified as 8 am – 8 pm.
6	4.4	Page 30	The objective of the Security Remediation	Do all applications require C&A support?

ID #	DRFP Section	Reference	DRFP Text	Question
			task is to ensure each of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A.	Response: The applications that require C&A report are identified in the SOW. See SOW change to Security Remediation section.
7	4.4.1	Page 30	To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for applications within scope of this SOW.	Do all applications require ISSO support? Response: Yes all applications require ISSO support. See SOW change to Security Remediation section.
8	4.4.1	Page 31	The Contractor shall provide, implement, and maintain an IT Security Plan.	Is the IT Security Plan an SSP for the facility? Response: IT Security Plan is the old name for SSP. Updated SOW reflects SSP terminology.
9	Appendix 1: Application Descriptions and Requirements	Page 97	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.	Does the government anticipate any software maintenance for SAS other than the migration of the application to a USCIS data center under this contract? Response: No, all of the support needed is described in the Application Description under the heading SAS Operational Support Requirements and SAS Maintenance Requirements.
10	Appendix 1: Application Descriptions and Requirements	Page 102	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting, and Pocket PC wireless connectivity for the system.	Is pocket PC wireless connectivity support part of the CIS application baseline? Response: Term "Pocket PC" has been removed from the SOW, as this is not required.
11	Appendix 2: Application Support	Page 120		Does the CIS application require 7X24X365 operational support?

ID #	DRFP Section	Reference	DRFP Text	Question
	Summary			Response: No. That level of support is not alluded to anywhere in the SOW, for any application.
12	4.1.4	Pages 16-17	The Contractor shall maintain and extend as needed the current USCIS Application Lifecycle Management (ALM) control environment, which is Kovair.	Section 4.1.4 references maintenance of Kovair, however, Kovair releases are absent from Appendix 1: Application Descriptions and Requirements and Appendix 2: Application Support Summary. Is Kovair application support included in this Task Order? Response: Yes, Kovair application support is required. The SOW includes Kovair in the list of applications.
13	6.3.2	Page 39, 53	Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5	On page 53, the April 2005 versions of the three CPR Formats are referenced. On page 39, the March 2005 version of the three CPR Formats is referenced. Should the March 2005 or the April 2005 versions of these documents be used? Response: Use the March 2005 version. Changed Reference section in SOW to reflect March date.
14	6.3.2	Page 40 Figure 1 WBS Format	1.0 Plan 2.0 Requirements 3.0 Design 4.0 Code 5.0 FQT 6.0 SAT/UAT 6.0 Deploy 7.0 Post-Deployment	WBS 6.0 in Figure 1 is listed twice. Should the WBS format be as follows? 1.0 Plan 2.0 Requirements 3.0 Design 4.0 Code 5.0 FQT 6.0 SAT/UAT 7.0 Deploy 8.0 Post-Deployment Response: Changed SOW so that WBS reflects 8 tasks
15	8.2	Page 50, General Reporting, area 6.3.2	Cost Performance Reports	Should the CPR Format 1, 3, and 5 reports titled "Cost Performance Reports" on page 50 be titled "Contract Performance Reports" as they are on page 53?

ID #	DRFP Section	Reference	DRFP Text	Question
				Response: Correct term is "Contract". Removed reference to "Cost" on page 39.
16	10	Page 53, Table 2	Contract Performance Report (CPR) Format 1 — www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-1.pdf Contract Performance Report (CPR) Format 3 — www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-3.pdf Contract Performance Report (CPR) Format 3 — www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2734-5.pdf	In this table, CPR Format 3 is repeated and CPR Format 5 isn't referenced. The link next to the second instance links to Format 5. Should the second reference to Format 3 be changed to be Format 5? Response: The link in the SOW has been replaced.
17	Page 144 – Small Business Participation	Section III p. 144 p.145 - Table	The offer shall subcontract **30% of the total contract value** to small business TABLE: Department of Homeland Security Small Business Subcontracting Goals **Category: SB** **Percentage: 40%**	The statement on page 144 states a SB goal of 30%, but the table on the following page indicates a SB goal of 40%. Which is correct? Response: This sentence has been changed. The table reflects the correct percentage. Additionally, is the small business goal for the SPAS task order intended to be based on the *total subcontracting dollars* as defined in the EAGLE contract Section H.19 (e) or the *total contract value*? Response: Small business goals are based on total contract value.
18	Page 150 – Price Factor Evaluation	(d) Price Factor	The offers will be evaluated by summing the total price of the base period with the total price of each option period as well as the option entertained by **FAR 52.217-8** and **FAR 52.237-3**.	How are FAR 52.217-8 and 52.237-3 applied to determine the total evaluated price? Response: A price shall be provided by offerors to address both of the FAR clauses and the CLIN structure includes both clauses. Will the Government provide the calculations to meet

ID #	DRFP Section	Reference	DRFP Text	Question
				this requirement, or is the Offeror expected to provide this calculation, or will this calculation be done externally by the Government? Response: The offerors shall provide the calculations to meet the requirements of 52.217-8 (provision for a six month extension of services, this is an estimate) and 52.237-3 (provision for continuity of services, this is also an estimate). The pricing provided for these two clauses will not be included in the resultant contract.
19	Page 142 – Business Volume Section I requirements	Section I: Cost/Price Information (4)	(4) Completion of cost/pricing schedule **(EXCEL FILE ONLY).**	Will the Government issue a cost/pricing schedule with the Final RFP, or is the Offeror responsible for creating its own? Response: Offerors shall provide a cost/pricing schedule that correlates to the CLIN Structure/Schedule in the TORFP.
20	Page 141 Specific Instructions Page 147 Proposal Evaluation	Requirements 2.iv. Management and Staffing Approach	Paper not larger than eight-and-a-half by eleven inches Extent to which the Offerors staffing (non-key) proposes skills/certifications that are relevant to the SOW	Complying with the requirements given the large number of non-key personnel and the numbers of certificate areas spread across the SOW elements will require a significant number of pages. We recommend the following: 1) Allow the use of 11 x 17 paper for this section of the proposal and count each 11 x17 paper to be counted as a single page or 2) Allow the response for this section to be out of the page count. Response: Offerors shall provide proposals as necessary to meet the requirements of the TORFP including the modifications as suggested; however, Offerors shall make every effort to limit the size of their proposals to support a timely evaluation.
21				Who is the incumbent currently performing SPAS? Response: Computer Sciences Corporation is the incumbent contractor.
22				Is the current contractor qualified to bid?

ID #	DRFP Section	Reference	DRFP Text	Question
				Response: All EAGLE FC2 Vendors, including the incumbent, are qualified to bid.
23				**When does the current SPAS contract expire?** Response: The expiration date of the current ITSSR Task Order is public knowledge. The current Task Order will expire on April 30, 2011.
24				**What is the total value of the current contract?** Response: The total value of the current ITSSR Task Order is public knowledge. As awarded it is $215,850,231.
25				**Please confirm if the Prime contractor is required to be certified at CMMI Maturity Level 3?** Response: The Prime contract is required to be CMMI Maturity Level 3 certified.

TABLE OF CONTENTS

DESCRIPTION	PAGE(S)
OF347 Task Order Form	1-41
Description/Specifications – Statement of Work (SOW)	42-159
Additional Task Order Terms and Conditions	160-169
APPENDIX A – GFP List	Attached
APPENDIX B – CSC Subcontracting Plan	Attached
APPENDIX C – Draft Monthly EVM Report	Attached

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF PAGES 169

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

1. DATE OF ORDER	2. CONTRACT NO. (If any)	3. ORDER NO.	4. REQUISITION/REFERENCE NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163	Multiple

5. ISSUING OFFICE (Address correspondence to)
USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

6. SHIP TO:
a. NAME OF CONSIGNEE: Department of Homeland Security
b. STREET ADDRESS: US Citizenship & Immigration Svcs
Office of Information Technology
111 Massachusetts Ave, NW
Suite 5000
c. CITY: Washington | d. STATE: DC | e. ZIP CODE: 20529

7. TO:
a. NAME OF CONTRACTOR: COMPUTER SCIENCES CORPORATION
b. COMPANY NAME:
c. STREET ADDRESS: 3160 FAIRVIEW PARK DRIVE
d. CITY: FALLS CHURCH | e. STATE: VA | f. ZIP CODE: 220424516

f. SHIP VIA:

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR: SPAS Task Order O&M Servc
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA: See Schedule

10. REQUISITIONING OFFICE:

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ g. SERVICE-DISABLED VETERAN-OWNED
☐ d. WOMEN-OWNED ☐ e. HUBZone ☐ f. EMERGING SMALL BUSINESS

12. F.O.B. POINT: Destination

13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
a. INSPECTION	b. ACCEPTANCE			
Destination	Destination		365 Days After Award	Net 30

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS Number: (b)(4) The effective date of this Task Order is 8/14/2011, which is for Sustainment Program Application Support(SPAS) Operations and Maintenance Services. Continued ...					

SEE BILLING INSTRUCTIONS ON REVERSE

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOTAL (Cont pages)
			$49,038,866.90

21. MAIL INVOICE TO:
a. NAME: See invoicing instructions on page 168. e-mail invoices to OIT-Invoice@dhs.gov
b. STREET ADDRESS (or P.O. Box): (b)(4)
c. CITY | d. STATE | e. ZIP CODE

17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA BY (Signature): Ned R Ross 5 Aug 2011

23. NAME (Typed): Ned R. Ross
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (Rev. 4/2006)
Prescribed by GSA/FAR 48 CFR 53.213(e)

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	This is a Cost Plus Fixed Fee Task Order (CPFF Completion). The CLINS for travel are a not to exceed (NTE). The total potential estimated cost and fixed fee if all options were exercised is (b)(4) [redacted] and of that total estimated cost [redacted] and the fixed fee is [redacted] Estimated Cost for all awarded base period CLINs, not including optional line items is [redacted] (b)(4) Fixed Fee for all awarded base period CLINs, not including optional line items is [redacted] The total for all base period items, not including optional line items is seen in Block 17i. Total amount of estimated cost which is funded is [redacted] (b)(4) Total amount of fixed fee which is funded is [redacted] Total funding provided is seen in block 17h. CLINS are arranged by business area and each of the sections of the SOW applies to each of the CLINS by business area. SLINS are arranged by application, which fall under the respective business area CLINS and each of the sections of the SOW applies to each of the SLINS. Sub-SLINS arranged according to USCIS Transformation Program Office (TPO) Funding: This Task Order includes performance in support of TPO initiatives; therefore, Sub-SLINS are required to delineate funding sources (TPO funds from other USCIS funding). At option exercise the Government will modify the task order to identify the TPO Sub-SLINS and their funding level. Additionally, Sub-SLINS are used to Continued ...					

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	delineate optional pricing beneath SLINS; as an example, some applications are planned for decommission and estimated decommission dates are provided in the SOW. Beyond those dates, Optional Sub-SLINS are used to allow the Government to continue service in case those applications did not decommission as planned. Transition: Application transition shall be charged to the necessary application SLIN. This Task Order also includes Optional Surge CLINS (0010, 1010, 2010) in each period of performance. The optional increases are specific only to the period of performance of the option, not over the life of the Task Order. The Optional increases are to be used as a ceiling increase (maximum 10% for that period of performance) and may be exercised multiple times in increments at the discretion of the Contracting Officer. The Government is under no obligation to exercise any option line items contained within this Task Order. The Contracting Officer may exercise the CLIN optional increases at any point during the Task Order period of performance by written notice to the Contractor. The use of the Optional Surge CLINS is for surge and surge is defined as new applications, releases in excess of SOW projections, and associated maintenance thereon, as well as, additional work caused by legislative and/or geopolitical occurrences. There is a potential for significant changes outside the control of the Government; therefore, workload and staffing may need to increase under this Task Order. Consequently, a surge CLIN is provided to allow for 10% growth for that period of performance. Workload Data has been provided within the SOW and is only for estimation purposes. It Continued ...					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	is not to be construed as mandatory. Fixed Fee: This Task Order contains a 9% fixed fee, which will be paid on a monthly basis, less the withhold in accordance with FAR Clause 52.216-8. Fee will be paid based on accrued cost for each month. Spend Level Notifications: The contractor shall notify the Government when spend levels have reached 75% for any/all CLINS, SLINS, and Sub-SLINS contained within this Task Order. This Task Order is incrementally funded. AAP Number: 65207 DO/DPAS Rating: NONE Base Period of Performance 8/14/2011 thru 8/13/2012					
0001	Application Support Center - Informational CLIN (Not Separately Priced)	1	LO		0.00	
0001AA	Biometrics Benefits Report System (BBSS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4)					(b)(4)
0001AA.1	Biometrics Benefits Report System (BBSS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Continued ...					

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

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Completion Form Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4) [redacted]	
0001AB	Customer Profile Management System (CPMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0001AB.1	Customer Profile Management System (CPMS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0001AC	Employment Applicant Submissions System (EASS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)					(b)(4)
0001AD	FD 258 Enterprise Edition (FD258 EE) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)					
0001AE	Fingerprint Masthead Notification System (FMNS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)					
0001AF	Scheduling and Notification of Applicants for Processing (SNAP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 (b)(4) Funded: [redacted]					
	Continued ...					

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					(b)(4)
0001AG	Site Profile System (SPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 (b)(4) Funded: [redacted]					
0001AH	Visa Services Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)					
0002	Customer Service Directorate- Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			

Continued ...

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0002AA	Customer Relationship Interface System (CRIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				[redacted]	(b)(4)
0002AA.1	Customer Relationship Interface System (CRIS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0002AB	Customer Management Information System (CMIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount$999,985.00 Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0002AC	National Customer Service Center (NCSC) Continued ...					

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Siebel Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount$ [redacted] Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)					
0003	Field Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO		0.00 (b)(4)	
0003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount$ [redacted] Accounting Info: BALC3P0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: BALCL30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: BALEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 Continued ...					

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

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	000000 Funded: [redacted] (b)(4)				(b)(4)	
0003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amoun [redacted] Accounting Info: ENTPRNT OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: BALCL40 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0003AB.1	Computer-Linked Application Information Management System 4 (CLAIMS 4) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Continued ...					

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4) [redacted]	
0003AC	FD 258 Mainframe Fingerprint Tracking System Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4)					
	Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0003AD	Interim Case Management Solution (ICMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount$ [redacted]					
	Accounting Info: FELICM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0003AE	InfoPass Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted]					
	Accounting Info: FELIFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...					

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

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
					(b)(4)	
0003AF	Reengineered Naturalization Casework System (RNACS) (up to Dec 21, 2011) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0003AF.1	Reengineered Naturalization Casework System (RNACS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)					
0004	Fraud Detection & National Security - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			
0004AA	Fraud Detection and National Security Data System (FDNS-DS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount$5, [redacted] Accounting Info: HPFDNS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 (b)(4) Funded: [redacted] Accounting Info: Continued ...					

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

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: [redacted] (b)(4)				(b)(4)	
0005	Intake & Document Production - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO		0.00	
0005AA	Electronic Filing (E-Filing) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: FELRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0005AA.1	Electronic Filing (E-Filing) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)					
0005AB	Integrated Card Production System (ICPS) Continued ...					

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

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: FESCDOC 000 EX 20-02-00-000 23-60-0100-10-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: BALICP0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4)	
0006	Office of Communications - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			
0006AA	Customer Service Web Portal (CSWP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: FEOWBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0007	Office of Information Technology - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			
	Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: FERECS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)			(b)(4)		
0007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -TPO Award Type: Cost-plus-fixed-fee (b)(4) Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0007AB	SAS Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: BARSMR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0007AC	BMC Remedy Award Type: Cost-plus-fixed-fee Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4)					
	Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4)	
0007AD	Kovair Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted]					
	Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0008	Records & Information Mgmt Applications - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			
0008AA	Alien's Change of Address Card (AR-11) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4)					
	Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)					
0008AB	Central Index System (CIS) Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted]				(b)(4) [redacted]	
	Accounting Info: BALCIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0008AB.1	Central Index System (CIS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4)					
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0008AC	Enterprise Document Management System (EDMS) - TPO***ALSO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4)					
	Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)					
0008AC.1	Enterprise Document Management System (EDMS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Continued ...					

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Fully Funded Obligation Amount$1,975,995.00 Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4) [redacted]	
0008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Fully Funded Obligation Amount$ [redacted] Accounting Info: FELERR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount [redacted] Accounting Info: BALFIP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0008AF	Microfilm Digitization Application System (MiDAS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form Continued ... (b)(4)					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Fully Funded Obligation Amount: (b)(4) Accounting Info: FELMFA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 (b)(4) Funded: Accounting Info: FELMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: Accounting Info: BALRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4) Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4)				(b)(4)	
0008AG	National File Tracking System (NFTS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: Fixed Fee: Completion Form (b)(4) Fully Funded Obligation Amount: Accounting Info: BALNFT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4)					
0008AG.1	National File Tracking System (NFTS) --TPO Award Type: Cost-plus-fixed-fee Total Estimated Cost: Fixed Fee: Completion Form (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4)	
0008AH	Scan on Demand Application (SODA) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount: [redacted] Accounting Info: BALSOD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0009	Refugee, Asylum, & Int'l Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form (Not Separately Priced)	1	LO			
0009AA	Asylum Pre-Screening System (APSS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amount: [redacted] Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0009AB	Refugees, Asylum and Parole System (RAPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Fully Funded Obligation Amoun: [redacted] Continued ...					

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

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				(b)(4)	
0009AC	Parole Case Tracking System (PCTS) (up to Dec 31, 2011) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form					
	Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0009AC.1	Parole Case Tracking System (PCTS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)					
0010	Optional Surge CLIN - Base Period (10% Increase for Surge) (b)(4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Fo Amount: [redacted] Option Line Item)					
	(b)(4)					
0011	Travel - NTE / ODC Fully Funded Obligation Amoun [redacted] Accounting Info: BALMID0 000 EX 20-01-00-000 Continued ...					

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)					
0012	Deliverables (DATA ITEMS) (Not Separately Priced) Option 1 Period of Performance 8/14/2012 thru 8/13/2013	1	LO		0.00	
1001	Application Support Center - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1001AA	Biometrics Benefits Report System (BBSS) Award Type: Cost-plus-fixed-fee Total Estimated [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1001AB	Customer Profile Management System (CPMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1001AC	Employment Applicant Submissions System (EASS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Continued ... (b)(4)				0.00	

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount: [redacted] Option Line Item)					
1001AD	FD 258 Enterprise Edition (FD258 EE) (up to Dec 31, 2012) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount: [redacted] Option Line Item)				0.00	
1001AD.1	FD 258 Enterprise Edition (FD258 EE) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount [redacted] Option Line Item)				0.00	
1001AE	Fingerprint Masthead Notification System (FMNS) (up to Sept 30, 2012) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount [redacted] tion Line Item)				0.00	
1001AE.1	Fingerprint Masthead Notification System (FMNS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount: [redacted] Option Line Item)				0.00	
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Continued ...				0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Completion Form Amount: [redacted] (b)(4) ption Line Item)					
1001AG	Site Profile System (SPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form Amount: [redacted] (b)(4) Option Line Item)				0.00	
1001AH	Visa Services Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] tion Line Item)				0.00	
1002	Customer Service Directorate- Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1002AA	Customer Relationship Interface System (CRIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] Option Line Item)				0.00	
1002AB	Customer Management Information System (CMIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] otion Line Continued ...				0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Item)					
1002AC	National Customer Service Center (NCSC) Siebel Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion For[redacted] Amount: [redacted] Option Line Item)				0.00	
1003	Field Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) (b)(4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form Amount: [redacted] Option Line Item)				0.00	
1003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Comple[redacted] Amount [redacted] tion Line Item)				0.00	
1003AC	FD 258 Mainframe Fingerprint Tracking System Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Comple[redacted] Amount [redacted] tion Line Item) Contin[redacted]				0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1003AD	Interim Case Management Solution (ICMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
1003AE	InfoPass Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1003AF	Reengineered Naturalization Casework System (RNACS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1004	Fraud Detection & National Security - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00 (Option Line Item) (Not Separately Priced)	1	LO		0.00	
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	

Continued ...

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1005	Intake & Document Production - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1005AA	Electronic Filing (E-Filing) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
1005AB	Integrated Card Production System (ICPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
1006	Office of Communications - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1006AA	Customer Service Web Portal (CSWP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
1007	Office of Information Technology - Informational CLIN Award Type: Cost-plus-fixed-fee Continued ...	1	LO		0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)					
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] tion Line Item)				0.00	
1007AB	SAS Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1007AC	Remedy Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] ption Line Item)				0.00	
1007AD	Kovair Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] tion Line Item)				0.00	
1008	Records & Information Mgmt Applications - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) Continued ...	1	LO		0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	(Not Separately Priced)					
1008AA	Aliens Change of Address Card (AR-11) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount: [redacted] ption Line Item)				0.00	
1008AB	Central Index System (CIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] tion Line Item)				0.00	
1008AC	Enterprise Document Management System (EDMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] ption Line Item)				0.00	
1008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Award Type: Cost-plus-fixed-fee Total Estimated [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount: [redacted] ption Line Item)				0.00	
1008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount [redacted] tion Line Contin				0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Item)					
1008AF	Microfilm Digitization Application System (MiDAS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion For[redacted]n Line Amount [redacted] Item)				0.00	
1008AG	National File Tracking System (NFTS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion F[redacted] Amount [redacted]ption Line Item)				0.00	
1008AH	Scan on Demand Application (SODA) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion For[redacted] Amount [redacted]ption Line Item)				0.00	
1009	Refugee, Asylum, & Int'l Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
1009AA	Asylum Pre-Screening System (APSS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted]ption Line Item)				0.00	

Continued ...

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

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1009AB	Refugees, Asylum and Parole System (RAPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
1009AC	Parole Case Tracking System (PCTS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
1010	Optional Surge CLIN - Option Period 1 (10% Increase for Surge) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
1011	Travel - NTE / ODC Amount: [redacted] ption Line Item) (b)(4)				0.00	
1012	Deliverables (DATA ITEMS) Amount: $0.00(Option Line Item) (Not Separately Priced) Option 2 Period of Performance 8/14/2013 thru 8/13/2014	1	LO		0.00	
2001	Application Support Center - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced) Continued ...	1	LO		0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2001AA	Biometrics Benefits Report System (BBSS) (up to Dec 31, 2013) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
2001AA.1	Biometrics Benefits Report System (BBSS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
2001AB	Customer Profile Management System (CPMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] tion Line Item)				0.00	
2001AC	Employment Applicant Submissions System (EASS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
2001AD	FD 258 Enterprise Edition (FD258 EE) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Continued ...				0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Amount: [redacted] (b)(4) ption Line Item)					
2001AE	Fingerprint Masthead Notification System (FMNS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2001AF	Scheduling and Notification of Applicants for Processing (SNAP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] Option Line Item)				0.00	
2001AG	Site Profile System (SPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2001AH	Visa Services Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] tion Line Item)				0.00	
2002	Customer Service Directorate- Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	

Continued ...

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2002AA	Customer Relationship Interface System (CRIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] tion Line Item)				0.00	
2002AB	Customer Management Information System (CMIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion For Amount [redacted] ption Line Item)				0.00	
2002AC	National Customer Service Center (NCSC) Siebel Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2003	Field Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00 (Option Line Item) (Not Separately Priced)	1	LO		0.00	
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] tion Line Item)				0.00	

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TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form [redacted] (b)(4) Amount: [redacted] ption Line Item)				0.00	
2003AC	FD 258 Mainframe Fingerprint Tracking System Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form [redacted] (b)(4) Amount [redacted] Option Line Item)				0.00	
2003AD	Interim Case Management Solution (ICMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount [redacted] Option Line Item)				0.00	
2003AE	InfoPass Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form [redacted] (b)(4) Amount: [redacted] Option Line Item)				0.00	
2003AF	Reengineered Naturalization Casework System (RNACS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form [redacted] Amount: [redacted] ption Line Item)				0.00	
2004	Fraud Detection & National Security - Continued ...	1	LO		0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

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08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)					
2004AA	Fraud Detection and National Security Data System (FDNS-DS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Fo[redacted] Amount[redacted]tion Line Item)				0.00	
2005	Intake & Document Production - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
2005AA	Electronic Filing (E-Filing) (b)(4) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form Amount: [redacted]tion Line Item)				0.00	
2005AB	Integrated Card Production System (ICPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount[redacted]Option Line Item)				0.00	
2006	Office of Communications - Informational CLIN Award Type: Cost-plus-fixed-fee Continued ...	1	LO		0.00	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)					
2006AA	Customer Service Web Portal (CSWP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2007	Office of Information Technology - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
2007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Fo[redacted] Amount: [redacted] ption Line Item)				0.00	
2007AB	SAS Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2007AC	Remedy Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amoun[redacted] Option Line Continued ...				0.00	

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08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Item)					
2007AD	Kovair Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion For[redacted] (b)(4) Amount[redacted]ption Line Item)				0.00	
2008	Records & Information Mgmt Applications - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
2008AA	Alien[redacted]s Change of Address Card (AR-11) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form[redacted] (b)(4) Amount:[redacted]tion Line Item)				0.00	
2008AB	Central Index System (CIS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form[redacted] (b)(4) Amount[redacted]ption Line Item)				0.00	
2008AC	Enterprise Document Management System (EDMS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion For[redacted] (b)(4) Amount[redacted]ption Line Item)				0.00	

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] Completion Form (b)(4) Amount: [redacted] Option Line Item)				0.00	
2008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] ption Line Item)				0.00	
2008AF	Microfilm Digitization Application System (MiDAS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] ption Line Item)				0.00	
2008AG	National File Tracking System (NFTS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] Option Line Item)				0.00	
2008AH	Scan on Demand Application (SODA) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount [redacted] ption Line Item) Continued ...				0.00	

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08/05/2011	HSHQDC-06-D-00021	HSSCCG-11-J-00163

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2009	Refugee, Asylum, & Int'l Operations - Informational CLIN Award Type: Cost-plus-fixed-fee Completion Form Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	
2009AA	Asylum Pre-Screening System (APSS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2009AB	Refugees, Asylum and Parole System (RAPS) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] tion Line Item)				0.00	
2009AC	Parole Case Tracking System (PCTS) OPTIONAL LINE ITEM Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] ption Line Item)				0.00	
2010	Optional Surge CLIN - Option Period 2 (10% Increase for Surge) Award Type: Cost-plus-fixed-fee Total Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Completion Form Amount: [redacted] tion Line Item)				0.00	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2011	Travel - NTE / ODC Amount [redacted] tion Line Item) (b)(4)				0.00	
2012	Deliverables (DATA ITEMS) Amount: $0.00(Option Line Item) (Not Separately Priced)	1	LO		0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) $0.00

U.S. Citizenship and Immigration Services

Office of Information Technology (OIT)

Sustainment Program Application Support (SPAS)

Statement of Work

July 21, 2011

Procurement Sensitive – See FAR 3.104

This document contains proprietary information related to the conduct of a Federal agency procurement, the disclosure of which is restricted by Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. 423). The unauthorized disclosure of such information may subject both the discloser and recipient of the information to contractual, civil, and/or criminal penalties as provided by law

1. Background

The Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) processes applications and petitions for immigration and citizenship benefits, promotes an awareness and understanding of citizenship, and ensures the integrity of the United States immigration system. These functions and processes include employment authorization, asylum, resident alien processing, and citizenship naturalization. The USCIS Office of Information Technology (OIT) provides and supports information technology that automates the business workflows and processes information and data needed to manage the immigration and citizenship benefits.

The OIT has developed an acquisition strategy to consolidate technical support services that specialize in the sustainment of critical business applications after they have passed from the acquisition phase and into the operations & maintenance (O&M) phase. By specializing in O&M tasks, numerous USCIS applications in operation can take advantage of a single consistent repeatable O&M approach, which will decrease the overall cost of maintaining applications and reduce costs associated with procuring individual contracts for the performance of same or similar duties.

2. Scope

The USCIS OIT Sustainment Program Application Support (SPAS) effort will provide IT sustainment services to business and other units with existing IT systems and applications in the O&M phase. Applications requiring sustainment services run the gamut of technology implementations that span trends from the 1970s to the present. Support required within this task order includes ad-hoc reporting; systems administration; research and analysis; application user support; database administration; corrective, adaptive, and relevance maintenance; project management; requirements collection, definition, and management; design, configuration management; testing; deployment support; application decommissioning; security remediation; and transition.

The Contractor shall upgrade, modify, operate, and maintain the applications within the scope of this SOW. Applications include, but are not limited to, complex mission-critical mainframe systems with multiple interfaces both within and external to USCIS; systems built with unsupported versions of Visual Basic; systems in various phases of integration with Lockbox; a web-portal based on Vignette; Siebel-based applications in need of upgrade and Section 508 compliance; and applications using Microsoft Access, Pervasive, SQL, or Oracle databases.

The Contractor shall create and maintain IT solutions under the governance of the USCIS Systems Engineering Lifecycle (SELC), to include preparation and delivery of documentation in accordance with USCIS SELC. If USCIS issues updated version(s) to the USCIS SELC, then the Contractor shall adhere to the most recently published updated version so that all subsequent new products, deliverables and services shall follow the format, content, and direction specified in the most recently published updated version of the USCIS SELC, as applicable.

The USCIS has instituted a Transformation Program, whereby a solutions architect will redefine USCIS business processes and the technology that support those processes. Many of the

applications within the scope of the Statement of Work (SOW) will be impacted by the transformation effort. The exact impact is not known at this time. It is possible that some of the applications may be decommissioned, some may migrate to the new solution, some may change their data interfaces, some may remain as-is, and new applications may transition to the O&M phase.

It is also possible that Comprehensive Immigration Reform may be initiated. The exact impact of the reform, if initiated, is not known as this time. It is possible that applications within the scope of this SOW may be impacted. Maintenance actions needed to respond to the Transformation Program and/or Comprehensive Immigration Reform are considered adaptive maintenance, and are covered within the scope of this SOW.

This Task Order includes Sub-SLINs arranged according to USCIS Transformation Program Office (TPO) Funding. In order to support TPO, Sub-SLINS are required to delineate TPO funds from other USCIS funding. At option exercise the Government will modify the task order to identify the TPO Sub-SLINS and their funding level.

This Task Order also includes Optional Surge CLINS (10% increase) in each period of performance. Surge is defined as new applications, releases in excess of SOW projections, and associated maintenance thereon, as well as, additional work caused by legislative and or geopolitical occurrences. The Contracting Officer may exercise the Optional Surge CLIN as many times as necessary so long as the ceiling is not exceeded

2.1 Place of Performance

The principal place of performance shall be at the Contractor provided work site. The off-site Contractor facility shall be in close proximity to the USCIS facility at 111 Massachusetts Ave NW, Washington D.C (within D.C. metropolitan area). Meetings generally take place at USCIS offices in the Washington, D.C. Metropolitan Area, including, but not limited to 20 Massachusetts Avenue, N.W.; and 111 Massachusetts Avenue, N.W., Washington DC. The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security.

Travel outside of the Metropolitan Washington, DC area may be required. In the event travel is required, travel shall not be performed in connection with this Task Order without prior approval in writing (Email for the request and approval is acceptable) of the Contracting Officer Technical Representative (COTR). The Contractor shall be reimbursed for travel in accordance with the Federal Travel Regulations (FTR). Upon completion of travel, all documentation associated with the respective travel shall be submitted with the invoices. Local travel (within 50 miles) under this Task Order will not be reimbursed. Local travel is defined as travel from the Contractor's offices that are within 50 miles of the DHS/USCIS/OIT facilities at 111 Massachusetts Avenue, N.W., Washington DC.

2.2 Period of Performance

The USCIS SPAS Task Order period of performance includes a twelve month base period with option periods extending up to 36 months. The specific period of performance is in the Task Order schedule.

3. Objective

The OIT is fully committed to supporting the business missions of Program Offices and Directorates throughout USCIS by providing Operations and Maintenance services for the Business Unit applications. The Contractor shall maintain applications so that the following business unit objectives can be achieved:

- Improve delivery of naturalization and immigration services.
- Improve delivery of information to customers.
- Provide and maintain benefits background check processing.
- Improve card production services.
- Provide accurate statistics and reports related to examination activities.
- Provide a user database of examination program cases, actions, and events that can be shared by USCIS mission areas.
- Allow authorized users located throughout the U.S. to simultaneously access centralized database information and search, add, modify and print records.
- Improve the security hardening of the systems and processes supporting the delivery of citizenship and immigration services.
- The Contractor shall support the following OIT Sustainment Program objectives:
- Migrate the performance of all maintenance activities through OIT virtualized servers.
- Improve the ability of the Government to track and monitor the cost and schedule of releases through EVM and other project management reporting.
- Improve the capabilities to transition existing applications to the SPAS Contractor.
- Ensure adequate communication between the SPAS and Transformation Program Office (TPO) Contractors occurs to support TPO systems development efforts.

4. Task Descriptions

The capabilities specified in this section are general requirements that are applicable to all USCIS information technology applications indicated below. In addition to the mandatory applications referenced below, new applications may come on board as part of USCIS initiatives such as Immigration Reform, Transformation, or due to migration from initial investment and development to O&M status. The USCIS information technology applications, described in more detail in Attachment 1, that shall be considered MANDATORY applications to be supported under the tasks in this SOW are as follows:

- Asylum Pre-Screening System (APSS)
- Alien Change of Address Card (AR-11)
- Biometrics Benefits Report System (BBSS)
- Computer Linked Automated Information Management System 3 (CLAIMS 3)

- Computer Linked Automated Information Management System 4 (CLAIMS 4)
- FD-258 Mainframe Fingerprint Tracking System
- FD-258 Enterprise Edition Fingerprint Tracking System
- Central Index System (CIS)
- Customer Management Information System (CMIS)
- Customer Relationship Information System (CRIS)
- Customer Profile Management System (CPMS)
- Customer Service Web Portal (CSWP)
- Electronic Reading Room Document Preparing Project (ERRDPP)
- Fraud Detection and National Security - Data System (FDNS-DS)
- Enterprise Document Management System (EDMS)
- Electronic Filing (E-Filing)
- Enterprise CIS Consolidated Operational Repository (eCISCOR)
- Employment Application Admissions System (EASS)
- Fingerprint Masthead Notification System (FMNS)
- FOIA/PA Information Processing System (FIPS)
- InfoPass
- Integrated Card Production System (ICPS), includes ICPS Print Services (ICPS-PS), National Production System, (NPS), NPS Web
- Interim Case Management Solution (ICMS)
- Kovair
- Microfilm Digitization Application System (MiDAS)
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel)
- National File Tracking System (NFTS)
- Parole Case Tracking System (PCTS)
- Reengineered Naturalization Casework System (RNACS)
- Refugee Asylum and Parole System (RAPS)
- Remedy
- SAS
- Scan On Demand Application (SODA)
- Scheduling and Notification of Applicants for Processing (SNAP)

- Site Profile System (SPS)
- Visa Services

4.1 Task One: Contractor Program Management

While USCIS will provide management oversight, it is the responsibility of the Contractor to manage all corporate resources and supervise all Contractor staff in the performance of all work on this contract. The Contractor shall assign a Program Manager to this task who will manage the day-to-day activities of the Contractor staff. The Contractor Program Manager is the member of the Contractor's management team who has responsibility for the actual accomplishment of the SOW requirements for this Task Order. The Program Manager shall organize; direct and coordinate planning and execution of all Task Order activities, and will review the work of subordinates, including subcontractors, to ensure that the schedule, standards, and reporting responsibilities are met. The Program Manager shall integrate the Contractor's management and technical activities across the entire SPAS Task Order to ensure they are consistent. The Program Manager shall ensure that all work on this Task Order complies with terms and conditions and shall have access to contractor corporate senior leadership when necessary. The Contractor's Program Manager shall be the primary interface with the Contracting Officer (CO), COTR and SPAS Program Manager or designee(s). The Contractor's Program Manager shall attend monthly and weekly status meetings and ad hoc meetings as required (see Deliverables Schedule). The Contractor's Program Manager would not be involved in anything that would represent an Organizational Conflict of Interest.

4.1.1 Government Furnished Property (GFP) Tracking

All hardware and software associated with each application that the Contractor supports within the scope of this SOW shall be identified, logged, tracked and made available to the Government on a 24x7 basis in a searchable format. Associated hardware includes servers, equipment, and peripherals (excluding cabling), for each application regardless of the physical location. Associated software includes COTS, custom software, and development and engineering tools for each application regardless of physical location.

The Contractor shall alert Government Information Technology Project Managers (IT PMs), who manage the individual applications within the scope of this SOW when GFP maintenance agreements require renewal. When renewal is required the Contractor shall provide Government IT PMs the necessary information to enable Government IT PMs to submit acquisition packages to renew existing maintenance agreements and acquire new software and hardware. The Contractor shall provide specifications, and assist the IT PMs as needed in tracking the status of procurements.

The Contractor shall include in the monthly status reports timelines for GFP maintenance renewals and new GFP purchases associated with the applications within the scope of this SOW. Monthly report timelines shall include needed activities prior to submission and tracking activities after submission until the product arrives.

The Contractor shall coordinate with and provide information to Government inventory control personnel in support of annual inventories and other inventory control needs.

When tracking GFP, the Contractor shall provide the following information, as known:

- System
- Manufacturer
- Supplier
- Supplier POC information
- Purchase date
- Maintenance expiration date
- Type
- Quantity
- Description
- Cost of item
- Maintenance renewal cost
- Product ID/License key
- Customer Support/Service Identifier (CSI) Number
- Location

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, a method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on the data fields provided above. A Government-accepted GFP tracking method shall be in place within 5 months of contract award.

4.1.2 Program Research and Analysis

Problems, issues, and opportunities impacting SPAS applications as a whole or multiple SPAS applications may be researched, analyzed, and reported. This task may include assessments of emerging technologies that have a program-wide impact on applications within this Task Order. At the Government's direction, the Contractor shall:

- Provide analysis of enterprise data requirements, whether for enterprise reporting standardization initiatives, data warehousing initiatives, or transformation initiatives.
- Investigate and evaluate technologies that have the potential to improve development, test, deployment or operations of applications.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.

- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to research and analysis reports and briefings.

4.1.3 Establish and Maintain Maintenance Environment

The Contractor shall provide the technical expertise and services needed to install, manage, control the configuration, and operate a maintenance environment that will be used for maintenance-related coding and Functional Qualification Testing (FQT) for applications within the scope of this SOW. Within USCIS the maintenance environment is also known as an engineering environment, which is segregated from the production environment. The USCIS engineering environment is where development of new code baselines and modifications to existing code baselines takes place, as well as FQT. The USCIS production environment is where the operational systems reside. It is also where Systems Acceptance Tests (SAT) and User Acceptance Tests (UAT) take place.

The SPAS maintenance/engineering environment may be located at the Contractor site and/or external data centers. External data centers will have a segregated network specially designed for development and test activities, which the Contractor may be required to access remotely in order to satisfy the maintenance tasks in this SOW. Remote access is currently achieved through Citrix servers and the use of XenDesktop. The Contractor shall install, manage, and control configurations at both the contractor's site and remote engineering environments, to include remote virtual environments.

Where use of the remote engineering capabilities are not appropriate, the Contractor shall ensure development and FQT can be performed at the contractor site. Primary Contractor work, to include development and FQT activities, shall be performed on the DHS production network, which shall be accessed via circuits and switches provided by the Government. Network drops and cabling for computing equipment at the Contractor site shall be provided by the Contractor. Not all development and FQT work can be accomplished on the DHS production network, and some development and FQT activities will require a network segregated from the DHS network by firewalls. This is because administrative privileges and non-standard desktop images are required for the development and FQT activities that support some USCIS applications. An effort is underway to move all development and FQT activities to a data center where remote maintenance activities can occur. Until this is complete, the Contractor will be required to house a segregated lab for these activities. The Contractor shall:

- Coordinate with OIT security stakeholders to ensure the Contractor maintenance environment, as well as the entire Contractor work site facility, achieves Certification & Accreditation (C&A), and receives an Authority to Operate as an extranet site (reference Security Section).
- Develop and implement configuration control for the desktop images in the segregated Contractor development and FQT lab (configuration control for desktop images on the DHS production environment is maintained by the Government).
- Develop and institute controls to reduce the risk of malicious code entering the production environment through activities occurring in the maintenance environment.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to a maintenance environment (lab) at the Contractor site utilizing GFP, which shall be established within three months of contract award.

4.2 Task Two: Operational Tasks

The objective of the following tasks is to ensure the applications within the scope of this SOW maintain operational readiness. Although the Contractor will share responsibility for operational tasks with other vendors who support the production/operations environment at USCIS, the Contractor shall monitor and perform routine and corrective actions on applications that are in production while following established USCIS change and release management policies (reference Table 2: Reference Information), processes, and procedures. As the Contractor monitors the operational posture of applications, further evaluation and analysis may be authorized to ensure the continued sustainability of the applications. Monitoring and early warning will allow OIT to pro-actively plan and carry out maintenance activities.

4.2.1 Ad-Hoc Reporting

The Contractor shall provide scheduled and unscheduled reports derived from data contained in applications within the scope of this SOW. The requests for ad hoc reports may be initiated by stakeholders within or outside of OIT, such as Security, business units, Office of the Inspector General, and potentially members of Congress. The requests will vary in scope and complexity. The Contractor shall attend meetings as needed to obtain report requirements, review and research applicable available documentation, extract applicable database information required to assemble the report, and display the extracted information as required.

Deliverables (see Deliverables Schedule) included within this task include scheduled and unscheduled Ad Hoc Reports.

4.2.2 System Administration

The Contractor shall provide system administration services for the applications within the scope of this SOW, which includes the current application portfolio and any new applications introduced to the sustainment phase. These activities shall include a supporting role of the ongoing monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, and system and data archiving. The system administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). System administration support for the production environment shall be provided by data center personnel, not by the Contractor. The production environment retains system administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol. The Contractor shall provide system administrators for CLAIMS 3 in the production and engineering environments.

A System Workload Analysis Document (SWAD) should be created prior to standing up an application in the USCIS production environment; however, many of the applications within the scope of this SOW do not have a SWAD, and if existing, do not represent current usage metrics. The Contractors shall create a new SWAD for applications that do not currently have one and rebaseline existing SWADs. The SWADs must be complete or rebaselined within 90 days of

contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies). The Contractor shall:

- Monitor application and provide problem resolution and support for applications within the scope of this SOW.
- Identify when USCIS infrastructure problems impact applications within the scope of this SOW and notify appropriate stakeholders to begin remedy procedures.
- Provide technical assistance to infrastructure stakeholders to resolve failures or address LAN related issues, and support incident management and problem management activities.
- Perform production control activities such as the support of cyclical changes to operational workloads, data administration, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, setup and verification of files and programs for the execution of production runs specific to the applicable system.
- Coordinate with application and database backups with Data Center staff.
- Support the development of contingency plans, including disaster recovery and COOP testing, and operation failover testing consisting of documented contingency plans. The Contractor may be required to develop contingency plans for USCIS IT applications.
- Support the execution of emergency backups in coordination with other infrastructure operational components and/or DHS data center specific requirements.
- Analyze, compile, and aggregate data gathered from disparate databases and application platforms required to feed information systems to produce statistical, workload, and trend analysis reports.
- Monitor application and database servers and troubleshoot/resolve issues.
- Install or coordinate the installation of applications and databases needed for maintenance activities, Functional Qualification Testing (FQT), Independent Test & Evaluation (T&E), and production/operations, regardless of the physical location of the application and database servers.
- Coordinate OS upgrades, patches, fixes, and testing with Data Center staff.
- Provide advice and implementation support to address application high availability issues and requirements.
- Monitor application usage and storage, and provide advance warning when thresholds are reached.
- Monitor the Infrastructure as a Service dashboard to collect key performance indicators for maintenance purposes and include relevant statistics in the monthly status report. Develop data requirements based on unmet monitoring needs for submission to Infrastructure team as needed to improve visibility into application performance, usage, and capacity.

- Ensure the Systems Administration & Operations Manual (SOAM) for each application is updated with each application release, and create systems administration manuals for those applications that do not currently have one.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- New or rebaselined SWADs for each application within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).
- Systems Administration & Operations Manual (SOAM) for each application, updated at each release (or newly created per application project plan if not previously existing).

4.2.3 Application User Support

The Contractor shall provide application support to end users by responding to user-initiated service-desk requests that are referred to Tier 2 and/or Tier 3 support for application-related problems; developing and updating user manuals; developing and updating training; and delivering training.

The Government IT PM for each application establishes the protocol for interfacing with the service-desk for tier 2 and 3 application support, defining the necessary queues, and working with the Contractor to define points of contact for the queues. The Contractor shall use the Government-supplied service desk management tool, currently Remedy, to monitor the service-desk queues. The hours required for monitoring and responding to service desk tickets (consistent with the Government holiday schedule) varies among the applications. Attachment 1: Application Support Summary, defines the Tier 2/3 service desk operating hours for each application. Key application support personnel must be accessible (via pager after normal business hours) in the event of a critical emergency. The Contractor shall respond to service requests appearing in the Contractor's queue. Response constitutes either a Remedy e-mail notification back to the initiator with receipt acknowledgement and the next course of action; an indication of resolution in Remedy; or assignment to the appropriate queue for further action, as appropriate. After proper diagnosis of the service request, the team shall also be required to indicate resolution or remedy, or assign the ticket to the appropriate queue for further action, as appropriate, and describe in Remedy the Contractor's course of action. The Contractor shall:

- Support the IT PM in developing processes, procedures, and instructions for a seamless working environment between the Tier 1 service desk and Contractor supported Tier 2 and Tier 3 work environments to reduce response times in the service and operating model.
- Support/provide training for USCIS service desk personnel to be able to handle routine problems associated with applications at the Tier 1 level to reduce the strain on the Tier 2 and Tier 3 support requirements. Support includes providing training as required for the service desk and updates to the knowledge management system.
- Identify Tier 2 and Tier 3 service desk points of contact for each application within the scope of this SOW.
- Analyze Tier 2 and 3 service-desk tickets to determine if requests are the result of a bug or error, user knowledge or skills deficit, or an application usability issue.

- Recommend System Change Requests (SCR) to Government IT PMs when bugs/errors and usability issues are discovered.
- Interface with user to provide usability workarounds and resolve knowledge/skills issues.
- Create and/or update user manuals so that they are kept current with the state of the application.
- Create and/or update training and job aids so that they are kept current with the state of the application.
- Create, operate, and maintain training servers and the scenario/workflows used in training.
- Create, update, and maintain training databases.
- Design, develop, and conduct task-centric training on applications, to include training-related artifacts.
- Design, develop, update, and upload task-centric computer-based training on the use of applications that resides on the USCIS Learning Management System (LMS), currently EdVantage. If source code is not provided, contractor shall create new training using the Learning Content Management System (LCMS) provided by USCIS, currently OutStart Evolution.
- Upon request, design and develop task-centric on-demand help and/or training for applications so that users can access training through the application as needed.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- User Manuals created or updated as needed when the application changes, (delivered in MS Word version consistent with USCIS version at time of delivery).
- Training Artifacts created or updated as needed when the application changes.
- Job-Aids created or updated as needed when the application changes.
- Application-delivered on-demand help created or updated as needed when the application changes.
- Application-delivered on-demand training created or updated as needed when the application changes.
- Computer-based training created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.

4.2.4 Database Administration

The Contractor shall provide installation, configuration, tuning, maintenance, and routine patching of databases for applications within the scope of this SOW. The database administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). The database administration support for the production environment shall be provided by data center personnel, not the Contractor. The production environment retains database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception

to this protocol. The Contractor shall provide database administrators for CLAIMS 3 in the production and engineering environments.

The Contractor shall routinely evaluate the need to upgrade database servers and software while determining compatibility with current application versions. When upgrades are approved, the Contractor shall plan and coordinate the upgrades with the relevant stakeholders.

The Contractor shall configure database environments, or support other parties who will configure those environments, for Functional Qualification Testing (FQT); Independent Test & Evaluation (T&E); user acceptance testing; integration testing; database security testing; installation/migration testing; configuration/compatibility testing; and performance, load, and stress testing, as requested. When the servers have been configured, stabilized, and certified for production use by USCIS, the Contractor shall support the migration of databases from the non-production to the production environment, if needed. The Contractor shall:

- Provide database administration support and problem resolution support for multiple database environments, whether within USCIS or between USCIS and other Federal agencies.
- Provide configuration, tuning, and hardware, software and system maintenance on servers which host USCIS databases at USCIS data centers.
- Support planned migrations and upgrades of databases.
- Interface with database vendor(s) for technical support.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application database is updated with each application release, with the following content:
  - Startup/shutdown procedures for managed databases
  - Performance analysis and reporting, both regularly-scheduled and on-demand
  - Specified database patch history logs
  - Account management/User ID procedures.
  - Full backup & recovery procedures and scripts

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, Systems Administration & Operations Manual (SOAM) that is updated with database maintenance information for each application.

4.2.5 Application Research and Analysis

While conducting routine and ad hoc system administration tasks, performance, reliability, operability, maintainability, security, data quality, and other operational problems or issues may be identified by the Contractor and made known to the Government. As directed by the Government, the Contractor shall perform further analysis to identify potential improvements and problem or issue resolution. The Contractor shall:

- Provide analysis of user data requirements, selection of appropriate databases, and evaluation of the completeness, consistency, and validity of data contained in the databases.

- Investigate and evaluate technologies that have the potential to improve application and database operations and/or resolve problems or issues.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Identify the most 508 compliant of the assessed technologies.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.
- Perform Operational Analysis annually on each application (see Operational Analysis)

Deliverables (See Deliverables Schedule) included within this task may include, but are not limited to:

- Research and analysis reports and briefings.
- Section 508 Determinations & Findings Form indicating results of Section 508 market research.

4.3 Task Three: Maintenance Tasks

While performing scheduled, unscheduled, routine and ad hoc operational duties, application maintenance actions may be identified. Needed actions that are approved become maintenance tasks, and fall within the governance structure of USCIS SELC and Change Control and Release Management (CCRM). Maintenance tasks may also arise based on needs of OIT and business stakeholders. Maintenance activities are categorized as *corrective, adaptive, or relevance*, as described below:

- **Corrective Maintenance:** Correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors.
- **The Adaptive Maintenance:** Upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes.
- **Relevance Maintenance:** Accommodate new or changed user requirements or to increase the application performance or enhance its user interface.

When corrective maintenance fits the CCRM criteria of "emergency" it may be exempt from many of the maintenance tasks described herein due to the abbreviated timeline needed to deploy

the emergency build. Otherwise, the Contractor shall perform the tasks in this section based on the direction of the Government project manager (IT PMs) and USCIS SELC guidance.

The Contractor shall submit document deliverable items required by USCIS SELC as specified in Project Tailoring Reviews to the USCIS electronic document library. The Contractor shall comply with a standard and accessible change control process in accordance with USCIS OIT CCRM policy. A change is an addition, modification, or removal of approved, supported, or baseline hardware, network, software, application, system, image, or associated documentation.

4.3.1 Project Management

The Contractor shall provide project management and administrative support to the Government IT Project Managers for the various applications named within the scope of this SOW. Each of the Government IT PMs are simultaneously tasked to work with their respective business units in the accomplishment of application O&M. Business unit stakeholders will often accompany IT PMs to meetings in order to provide further clarification of user requirements and needed functionality. The purpose of the Contractor Project Manager is to support the timely execution of application releases by managing internal Contractor resources assigned to the release, and to assist the Government IT PMs in their cross-organizational management of releases. The Contractor shall institute risk management best practices, and shall document and track risks; develop risk mitigation strategies; and support risk management practices so that risks do not become issues. The contractor shall provide the Government real-time access to their risk management tool through an automated process, such as Share Point.

The Contractor shall also produce and update project schedules and shall report and account for project costs incurred within the scope of this contract. Schedules and costs shall be reported, tracked, and managed with a Government-provided project management tool (currently MS Project Server). The Contractor shall establish columns in MS Project for the calculation of EVM data associated with calculating and displaying cost and schedule variances, and for calculating the Cost Performance Index (CPI) and the Schedule Performance Index (SPI). The purpose of using MS Project is to provide a day-to-day management tool for IT PMs. The Contractor shall support the IT PMs in setting up MS Project projects for each application release. The EVM data calculated in MS Project shall support and be consistent with the monthly EVM reports as described below. The EVM data in MS Project may be required to be updated outside of the aforementioned reports at closer intervals, at the direction of the Government IT PMs, either weekly or bi-weekly as directed by the IT PM. Projects with compressed release schedules will require more frequent reporting than other projects. The MS Project shall show planned versus actual dates for the accomplishment of tasks per the WBS. In addition, the Contractor shall perform the actions needed to ensure the application project data is input into the USCIS OIT integrated master schedule for IT projects, at the WBS level required by the integrated master schedule. The integrated master schedule will help to communicate the resources needed throughout OIT to support planned releases.

The Contractor shall:

- Use risk management and tacking systems and software to provide risk management services.
- Provide overall project management assistance, including project planning, tracking, budgeting, and scheduling.

- Provide Rough Order of Magnitude (ROM) cost and schedule estimates for proposed application changes and other maintenance-related tasks.
- Use government furnished project management and tracking systems and software to provide acquisition schedules, timelines, project briefings, tracking reports, and application status reports to facilitate and monitor project progress.
- Track and report project performance using EVM data
- Input project schedules into integrated master schedule.
- Maintain historical databases and electronic records to better track and compare project progress.
- Utilize, as appropriate, knowledge management and other tools and methodologies for collaboration, document, and data management tracking, verification, and reporting.
- Ensure compliance with applicable laws, regulations, security requirements and contractual terms. Bring to the attention of the appropriate USCIS OIT manager the impact of new or changing laws, regulations, security requirements, and contractual terms.
- Identify methodologies to identify project performance and quality problems leading to early and effective corrective action.
- Provide recommendations and briefings related to improving application performance and supportability.
- Provide data and services for completing the Next Generation Program Reporting Form (nPRS) on behalf of Government IT PMs for those applications within the scope of this SOW that are subject to OMB Exhibit 300 and OMB Exhibit 53 reporting (reference Table 2: Reference Information) requirements [currently CSWP, FIPS, NFTS, CLAIMS 3, CLAIMS 4, and Biometrics (BBSS and CPMS)].
- Acquire access privileges to enterprise project management tools and databases (including, but not limited to, Kovair, MS Project Server, Information Technology Document Library (ITDL), and Remedy).

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Project Management Plans (PMP) for each planned release.
- Government-approved Work Breakdown Structure (WBS) for each release.
- Project schedule maintained in a Government-furnished project management application (i.e. MS Project or other application as specified and provided by the Government) that accounts for schedule duration, milestones that align with USCIS SELC phases as proscribed in release tailoring reviews, planned start and end dates, actual start and end dates, and other EVM-related data as described in the Earned Value Management Section.
- Section 508 Determinations & Findings Form for each release (to be supplied for Government signatures). This is a pre-printed form that is part of USCIS SELC.
- Planning Review Briefing for each USCIS SELC Planning Review.

- Risks, risk status, and risk mitigation strategies for each application release.

4.3.2 Requirements Collection, Definition, and Management

The Contractor shall provide support for the identification, collection, and documentation of requirements that support proposed or approved system change requests for the applications within the scope of this SOW. The requirements must meet USCIS quality criteria and be testable, and must be traced to business requirements, to design elements, to code units, and to tests. The Contractor shall provide configuration management services to ensure traceability and to manage requirements change. The Contractor shall:

- Attend System Change Request (SCR) reviews [such as Customer Review Boards (CRB)] on behalf of or in conjunction with IT PMs as needed
- Attend Change Control Board (CCB) meetings on behalf of or in conjunction with IT PMs as needed

The Contractor shall use a Government-furnished Requirements Management Tool for the management of the requirements. Currently, the Government uses Kovair Requirements Management as a control environment for requirements.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- System Requirements Document (SRD) created or updated for each release.
- Requirements Traceability Matrix (RTM) created or updated for each release.
- Requirements Review Briefing for each USCIS SELC Requirements Review.

4.3.3 Design

The Contractor shall engineer and re-engineer, as applicable, application design as a result of approved changes to applications within the scope of this SOW. Application design changes shall be documented, and design elements must be categorized as individual objects and traced to the requirements they support. Design may include user interface mock-ups, detailed use cases describing system behavior, modeling languages such as Unified Modeling Language (UML) or Business Process Modeling Notation (BPMN), data models, and/or context and architectural diagrams.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Design Document (DD) created or updated for each release.
- Design Review Briefing for each USCIS SELC Preliminary and Final Architecture Design Review.

4.3.4 Software Maintenance

The Contractor shall fully maintain USCIS applications as required by this Statement of Work. Operating assets require modification to accommodate bugs and errors, legislative changes, changes to the business context, evolving user needs, and advances in technology. Operating assets in the production environment require approved System Change Requests (SCR) before changes to baseline code can be implemented. The Contractor may also be required to make

configuration changes to applications, which do not require changes to the code baseline. The Contractor shall document approved changes in accordance with the USCIS SELC. The documentation items are identified at SELC tailoring reviews when changes are packaged into releases. The Contractor shall apply configuration management services to ensure system, application, subsystem, and component integrity as a technology change moves through the maintenance (development/test), staging, and production environments.

Prior to the start of a release, the Contractor and the USCIS Project Manager shall agree on the maintenance type (corrective, adaptive, or relevance) and scale of the modification, which may be defined as minor, moderate, or major..

The following table provides guidelines for estimating the resources (for EVM purposes) required to perform the work associated with an approved SCR. The Contractor shall provide to the IT PM project management support needed for the execution of release specific project management functions as described the Project Section. The number of releases (by type) a given application is likely to require in a given year are estimated in Attachment 1: Application Support Table.

Type of Release	Estimated Level of Effort
Minor	001-750 Hours
Moderate	751- 3000 Hours
Major	3001-6000 Hours

When a major change is deployed, the Contractor shall provide 24 x 7 coverage beginning with the deployment date and lasting three days.

4.3.5 Corrective Maintenance

The Contractor shall perform corrective maintenance to identify the source, then correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors. Activities associated with corrective maintenance shall include the following:

- Perform emergency repairs when immediate correction is necessary to continue user service.
- Perform corrective coding to reflect the specifications or to correctly utilize system resources.
- Perform unit testing to verify that corrective coding and emergency repairs adhere to specifications.
- Conduct problem analysis and resolution.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.6 Adaptive Maintenance

The Contractor shall perform adaptive maintenance to upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes. Activities associated with adaptive maintenance shall include, at a minimum, the following:

- Modify an application and/or subsystem, component, hardware, software, or utility as needed to ensure continued operability when a condition in the operating environment changes.
- Modify baseline application code to change functionality or business processes.
- Replace unsupportable software and hardware with new versions of the same technology or completely new technology solutions where practical.
- Perform unit testing to verify that adaptive maintenance actions adhere to requirements and design specifications.

Enhancements, adaptations, or modifications to applications within the scope of this SOW may, with minimal forewarning, be imposed upon USCIS OIT by the White House, Congressional actions, the Office of the Inspector General, USCIS senior officials, or by other USCIS emergency or operational imperatives. The Contractor must have the ability to responsively comply with these special requests, inquiries, studies, and/or tasks required to maintain relevant system functionality.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.7 Relevance Maintenance

The Contractor shall perform relevance maintenance to accommodate new or changed user requirements or to increase the application performance or enhance its user interface. Relevance maintenance shall include but not be limited to the following:

- Perform hardware or software upgrades or conversions to improve performance.
- Redesign activities that modify functionality and/or produce technical improvements to enhance software and security.
- Perform modifications to the systems due to changes in reporting requirements, data edits, etc.
- Modify baseline application code to enhance the user experience, change functionality or business processes, or improve performance.

- Version Description Document (VDD) for each release.
- Release Readiness Review (RRR) Briefing for each USCIS SELC RRR.
- Updated software configuration baselines using Government-furnished version manager.

4.3.10 Post-Deployment

The Contractor shall support activities associated with a release after deployment when there are problems or issues with the content of the release. Post-deployment activities typically involve defect or problem diagnosis, problem resolution, and corrective actions that may result in emergency releases. Emergency releases resulting from a defect typically do not require USCIS SELC documentation, and do not require further USCIS SELC accountability. Emergency releases of this type are considered post-deployment actions and fall within this subtask. Defect correction activities (also categorized as corrective maintenance) that are rolled into succeeding releases that are not classified as emergency releases, but are rather part of a minor or major release, should not be considered a post-deployment action.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Analysis Report (DTAR) for each emergency release.
- Version Description Document (VDD) for each emergency release.
- Root Cause Analysis, as requested.

4.3.11 Decommissioning

The Contractor shall perform needed functions to decommission applications that are within the scope of this SOW upon Government direction when they reach the end of their useful life. The Contractor shall support efforts to analyze the impact of the decommissioning on current users as well as the impact on other systems, applications, subsystems, and components with which the decommissioned application interfaces. The Contractor shall plan for and execute the migration and/or storage of data as needed; coordinate with the appropriate stakeholders to ensure GFP is returned to the Government, and that privacy and Government data is wiped from disposed and excess equipment. Decommissioning activities are projects unto themselves, and as such are subject to the same type of project management activities as required for releases.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Disposition Plan.

4.4 Task Four: Security Remediation

The objective of the Security Remediation task is to ensure all of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A. The Department of Homeland Security 4300A requires that an Authority to Operate (ATO) is granted every three years, with an annual refresh. For planning purposes, consider performing 12 ATO's per year, however the actual number may vary depending on ATO expiration. The C&A process and its related documentation is required to achieve the ATO. For further information see NIST 800-37, and Office of Management and Budget (OMB) Memorandum 10-15.

4.4.1 Information Systems Security Official Support

To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for all applications within scope of this SOW. Contractor-provided ISSO support shall interface with the USCIS OIT representative to ensure that the requirements identified in DHS 4300A, description of ISSO responsibilities are fulfilled. The Contractor ISSOs shall:

- Prepare required documentation to support the USCIS C&A process as required by the Government.
- Provide localized security training as directed by the Chief Information Security Officer (CISO) or Information System Security Manager (ISSM).
- Provide monthly status reports of all Plan of Action and Milestones (POA&M) related to each application.
- Provide monthly status report of annual assessments performed.
- Report all Information Security and Privacy Data incidents, as required.
- Perform duties as described in the ISSO designation letter.

The Contractor shall provide support to the OIT Information Systems Security Manager (ISSM) in meeting the information security requirements for USCIS data processing installations. The Contractor shall assist the ISSM with the management and administration of USCIS IT application systems operations and ensuring compliance with Federal security regulations, policies, guidelines, and applicable National Institute of Standards and Technology (NIST) standards.

The ISSO is responsible for creating, updating, and maintaining the documents associated with the C&A and for the continuous monitoring of applications within the scope of this SOW [classified as Sensitive But Unclassified (SBU)]. Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan (SSP)
- Security Test and Evaluation (ST&E) Plan
- Security Assessment Report (SAR)
- Signed Accreditation Letter [Authority to Operate (ATO)]
- Contingency Plan (CP)
- Contingency Plan Test (CPT) Results
- FIPS 199
- E-Authentication
- Privacy Threat Assessment (PTA)

4.4.2 Security for Information Technology Resources

All services, hardware, and software provided under this SOW must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program; 4300A Sensitive Systems Policy and Handbook; and Homeland Security Acquisition Regulation (HSAR) Section 3052.204-70, Security Requirements for Unclassified Information Technology Resources.

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

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

- Submit for approval a SSP within 30 calendar days after contract award, which shall be consistent with and further detail the approach contained in the Contractor's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.
- Ensure the SSP complies with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.
- Ensure the SSP includes instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

Within 90 calendar days of receiving from the Government, circuits and equipment used for establishing extranet connections, the Contractor shall submit written proof of IT Security Accreditation to DHS for approval by the Certifying Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

It is estimated that it will take 6 weeks to create the initial Certification & Accreditation (C&A) artifacts and review the artifacts. The Contractor shall create the C&A artifacts and USCIS OIT will review the artifacts. Certification takes approximately 30 days: 10 days to produce a test plan, 10 days for testing, 10 days for analysis and reporting. During the final 4 weeks, security testing will occur. The Contractor shall update the System Security Plan with the results from the security testing in step two, open plans of actions and milestones, and forward any risk acceptance documentation (if required). OIT will prepare the ATO documentation.

The Contractor shall provide support for USCIS test and evaluation of operating systems' security integrity and penetration testing of communications networks and workstation utilities as required.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan, within 30 calendar days after contract award
- Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government, circuits and equipment used for establishing extranet connections

4.4.3 Security Management

The Contractor shall appoint a Security Manager to act as a Corporate Security Officer. The individual shall interface with the Office of Security and Integrity (OSI) through the COTR on all security matters, to include physical, personnel, and protection of all sensitive documents/material handled by the Contractor. The COTR and OSI will have the right to inspect procedures, methods and facilities utilized by the Contractor to comply with the security requirements under this contract.

4.5 Task 5: Transition

Transition is a set of activities that occur when an existing application is added to the SPAS SOW or when the period of performance for any or all of the applications within the scope of this SOW transitions to, or from, the SPAS Contractor. This includes transition-in upon contract award. A Transition Plan shall be completed and agreed to (approved by the SPAS Program Manager) prior to the transition of an application(s) onto the SPAS contract or transition from a contractor to another contractor or government entity.

The Transition Plan shall be created for each application transitioned to the contract. The exception to this is if a Transition Plan is required to migrate all applications within the scope of this SOW from the IT Sustainment and Security Remediation Contract (ITSSR) contractor to the SPAS contractor. In this case, a single Transition Plan may be created.

At the end of the period of performance, the Contractor shall transition all of the GFP (equipment, documents, hardware, software, etc) within the scope of this contract back to the Government, and perform activities to support an orderly transition of the applications within the scope of this SOW to another contractor or to the Government.

During the period of performance applications may transition to SPAS. This includes any application that was not previously on the ITSSR contract (such as CRIS, FIPS, Kovair, SODA, and SPS), or applications that cut-over after the start of Base Period of performance.

It is expected that each new application may require up to 120 days of transition; therefore, maintenance tasks shall not be initiated until after transition is completed; however, operations and maintenance activities for some applications including Remedy and SAS may begin immediately and transition will run simultaneously. Transition costs shall be charged to those SLINS being transitioned.

At this time it is known that new applications will be on-boarding to the SPAS task order and those applications and timeline for transition are as follows:

- Customer Management Information System (CMIS) to transition 9/1/2011
- Customer Relationship Information System (CRIS) to transition 9/1/2011

- FOIA/PA Information Processing System (FIPS) to transition at award
- Kovair to transition at award
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel) to transition 9/1/2011
- Remedy to transition at award
- Scan On Demand Application (SODA) to transition at award
- Site Profile System (SPS) to transition at award

For every transition, the Contractor shall establish a transition management team, create a transition charter, and write a Transition Plan. The Transition Plan shall:

- Document the strategic approach
- Identify equipment, hardware, software, documents and other artifacts that are included in the transition
- Establish milestones and schedules
- Establish activities
- Identify transition risks and risk mitigation
- Define roles and responsibilities
- Define transition approval authorities and lines of communication
- Define skills and skill levels needed to perform sustainment activities
- Define a knowledge transfer approach
- Define a property inventory and transition approach
- Create bi-party or tri-party agreements
- Develop checklists

If the SPAS Program Manager supplies a Transition Plan template within the above referenced elements, the Contractor shall use the template to create the Transition Plan. The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in operational services for the target applications. To ensure the necessary continuity of services and to maintain the current level of support, USCIS may retain services of the incumbent Contractor for some, or all of, the transition period, as may be required.

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

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Transition Plan, to be completed and approved by the SPAS Program Manager.

- A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
- Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.

5. Adherence to DHS Information Technology Standards

The Contractor shall furnish solutions and services necessary to meet contract requirements as well as the DHS policies, standards, and procedures related to the categories described in the following sections.

5.1 Systems Engineering Lifecycle Compliance

The Contractor shall create and maintain IT solutions under the governance of the USCIS SELC. The USCIS SELC is a governance structure that promotes the application of standard repeatable processes for the development and maintenance of IT systems. This improves standards compliance, technical capabilities, and quality of IT projects, whether they are undergoing initial development or follow-on releases to implement corrective, adaptive, or relevance maintenance. Projects that undergo initial and follow-on releases are "tailored" based upon the needs and size of the project. Tailoring is achieved by reviewing the scope, risk, and context of a project to select the appropriate USCIS SELC activities, documents, and reviews to be completed by the project team. This approach enables small projects with limited scope and risk to achieve alignment with the USCIS SELC process without having to complete a full range of lifecycle activities and documentation typically required for large-scale complex information system projects. The product of tailoring is a customized work pattern that identifies the USCIS SELC activities, documents, and reviews necessary for a project to successfully complete the USCIS SELC process.

The applications supported within this SOW may undergo major, moderate, and/or minor releases. The activities and documentation that the contractor will create in order to satisfy USCIS SELC requirements for a release cannot be known until after a tailoring review. The contractor shall work with the application program managers to ensure the cost of individual releases falls within the application budget during the planning phase of every application release.

5.2 Homeland Security Enterprise Architecture Compliance

The contractor shall be cognizant of Homeland Security Enterprise Architecture (HLS EA) policies, procedures, and standards [HLS EA Technology Reference Model (TRM) and Products Profile]. Contractor provided solutions and services shall be compliant with HLS EA where possible, and provide justification and technical insertion packages to application project managers when a deviation from HLS EA is warranted. 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.

All IT products and services provided by the Contractor shall be subject to EA governance oversight performed by USCIS OIT. In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

5.3 USCIS Enterprise Service Bus for Database Connections

The USCIS Enterprise Service Bus (ESB) will be used through a standard interface for all data transfers between connected systems, and use of source data will be attained instead of point-to-point extracting, transforming, and loading whole data structure copies from systems of record. The defining of (or permission granting of) access to any USCIS IT resource or data is a function reserved for OIT. This includes agreements or Memorandums of Understanding specifying, defining, or accepting data from external sources or providing data from any source to any USCIS business unit, or to provide USCIS data to any external entity.

5.4 Information Technology Accessibility for Persons with Disabilities

The contractor shall comply with the appropriate standards outlined below when developing, maintaining, or selecting for Government use Electronic & Information Technology (EIT).

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

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

36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then "1194.21 Software" standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 – Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches,

circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 – Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a service desk shall have the ability to transmit and receive messages using TTY.

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

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

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

4010.2.

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

36 CFR 1194.3(f) – Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".

6. Performance Reporting

According to OMB Circular No. A-11, Capital Programming Guide V 2.0, Supplement to Office of Management and Budget Circular A-11, Part 7: Planning, Budgeting, and Acquisition of Capital Assets, operational analysis is a method of examining the ongoing performance of an operating asset (assets that have completed the Acquisition Phase). An operational analysis is, by nature, less structured than performance reporting methods applied to development projects.

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor applicable task orders under EAGLE. "Applicable" applies to tasks in development and to those that by their nature are complex or strategic or impose sufficient risk to the effort; therefore, require the insight afforded by EVM.

Since SPAS applies to applications requiring sustainment, and by their very nature have passed through the development phase of the systems engineering lifecycle, then only that portion of sustainment in which development-type work (coding) occurs (i.e., maintenance, as described in Task Three: Maintenance Tasks) is applicable to EVM. Changes to existing applications must go through CCRM as well as USCIS SELC, both of which have their own internal processes. Changes are packaged and enter the CCRM and USCIS SELC as releases. Since releases have measurable outcomes, that are planned, scheduled, and budgeted, the contractor shall ensure EVM reports account for application releases. These reports are known as Contract Performance Reports (CPR). Each of the CPR reports are defined in Earned Value Management Reporting Section below.

Performance reporting for those tasks not related to maintenance releases shall be accomplished through Budget Spend Plan tracking, which is described the Budget Spend Plan Section below. Both EVM and Budget Spend Plan tracking shall be accounted for on an application by application basis. In other words, the performance reporting shall be by application and each application shall have its own set of EVM reports. Performance reporting for each application shall contain both Budget Spend Plan tracking and EVM reports (as appropriate for those applications that undergo releases). The annual budgeted amount for each application shall be determined in conjunction with the Government PM prior to the start of the base contract period and prior to the start of each option period. This budgeted amount shall distribute the estimated costs for each CLIN among applications within the CLIN. Actual spending may be redistributed within the CLIN with the Government PM approval.

6.1 Budget Spend Plan

Task One: Program Management, Task Two: Operational Tasks, Task 3: Planning and Requirements subsections, Task 4: Security Remediation, and Task Five: Transition do not require EVM reporting. However, the aforementioned tasks and sub-tasks do require Budget Spend Plan tracking, by application. Additionally, planning and requirements spending should be further tracked by release. The Contractor shall report the monthly and cumulative budget spend plan and track against actual costs for each application. Reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.

6.2 Operational Analysis

The Contractor shall support operational analysis by performing an annual review of all the applications within the scope of this SOW for the purpose of improving the technical effectiveness and productivity of the operating assets. The review shall address issues such as, but not limited to, greater utilization of technology or consolidation of investments to better meet organizational goals; needed redesign; modification of an asset if previously undetected faults in the design, coding, or installation are discovered during the course of operations; identification of operational or maintenance costs that are higher than anticipated; and identification of other operational and maintenance improvements that may be made to improve performance, customer satisfaction, business results, financial performance, and innovation. Application reviews may be staggered throughout the calendar year and combined. The Contractor shall coordinate with program managers to schedule the operational analysis review and the format of support documentation.

6.3 Earned Value Management (Ref: Appendix C)

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor those tasks described in this SOW under Task Three: Maintenance Tasks. EVM applies to Task 3 excluding the planning and requirements phases as EVM metrics shall only be applied following baseline establishment, which is immediately following a formal requirements gate review or an informal requirements gate review, which may be conducted by a Government ITPM when the requirement gate review is combined with reviews that span one or more of the following phases: design, development, test, deployment. The Contractor shall use an Earned Value Management System (EVMS) that meets the criteria as defined in the current American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A, *Earned Value Management Systems*, originally approved May 19, 1998, first amended in 2002 ("the ANSI/EIA Standard"), and most recently on 9 July 2007 and published as Government Electronic and Information Technology Association's EIA-748-B. The Contractor shall also provide proof of the EVMS's compliance with the EIA-748 Standard, as described below.

The EIA-748-compliant EVMS shall measure the cost, schedule, and performance of those assets against the established baseline for each USCIS SELC/CCRM release. A release constitutes an increment of work with a defined beginning, endpoint, milestones, and measurable outcome. Releases are scheduled as application maintenance needs are identified throughout the period of performance on this SOW. Applications in Attachment 1 has an estimate of the number and

scale of releases that may apply to a given application, however the actual number is not known in advance of need identification.

6.3.1 Verification of the Earned Value Management System

The Contractor shall have a Government-verified EVMS. If the Contractor does not have a verifiable EVMS by task-order award, the Contractor shall develop an acceptable implementation plan providing the strategy for reaching verification of an EVMS and the milestones to accomplish it. The Task Order Contracting Officer (CO) must accept this plan prior to task-order award. The Government reserves the right to obtain independent verification of a Contractor's EVMS, regardless of the type of verification previously completed.

6.3.2 Earned Value Management Reporting

The Government requires EVM information in four Earned Value Reports: the Contract Performance Report (CPR) Formats 1, 3, and 5, as described below, and the Contract Funds Status Report (CFSR). The Contractor shall use the information in these reports to analyze the effectiveness of the EVMS and both the contract performance and the program progress, and take appropriate action based on those findings.

The Contractor shall submit EVM data as required by the CPR Formats described below. The report formats are also referenced in the Government Furnished Information Section. Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5. If the contractor is able to provide the data in ANSI Accredited Standards Committee (ASC) X.12 format, then the Contractor may submit the EVM raw data to the Contracting Officer and Program Manager in that format. However, the Government reserves the right to require contractors to transmit all required data in the appropriate formats by email using Microsoft-compatible software. The following reports shall be submitted no later than 12 working days following the Contractor's accounting period cut-off date. Reports shall reflect data for the calendar month.

- **CPR Format 1** – WBS-oriented EVM report (see Figure 1: WBS Format). Cost and schedule are organized by WBS element at a level pre-determined by the Government. This report is delivered monthly. The performance data must be applied to each application separately. The report data shall be in alignment with and consistent with the weekly, bi-weekly, or monthly EVM data in MS Project, as described in the Project Management Section. Each application's EVM data shall minimally account for major milestones, which for USCIS are the USCIS SELC gate/milestone reviews. The Government and the Contractor shall periodically review and adjust as necessary the WBS reporting levels to ensure they continue to provide appropriate visibility without requiring excessive information. If there is a problem at a lower level, detailed reporting for that WBS element may be required until the problem is resolved.
- **CPR Format 3** – Baseline Report. This format, delivered monthly, tracks changes to baselines throughout the program's duration. The Contractor shall report the baseline for the SOW as a whole, the baseline for each application, and the baseline for each application release. A rebaseline of schedules, budget, or cost that crosses option periods is prohibited without the consent of the Program Manager. The Contractor is authorized to plan schedules and budgets into non-funded option years, but is authorized to charge

against plans only when duly authorized. A rebaseline at the application release level may be authorized by the IT PM.

- **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that exceed 5%. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance. Any schedule variance on the critical path shall be identified and its impact on subsequent milestones and the project cost and schedule quantified. Problem Analysis Report/Variance Narratives shall be provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports.
- **CFSR** – Contract Funds Status Report. The CFSR funding information line items shall apply to applications within the scope of this SOW and be delivered monthly. The CFSR supplies funding data to Program Managers for:
  - Updating and forecasting contract funds requirements
  - Planning and decision-making on funding changes in task orders
  - Developing funds requirements and budget estimates in support of approved investments
  - Determining funds in excess of contract needs and available for de-obligation
  - Obtaining rough estimates of termination costs; and determining if sufficient funds are available by fiscal year to execute the task order

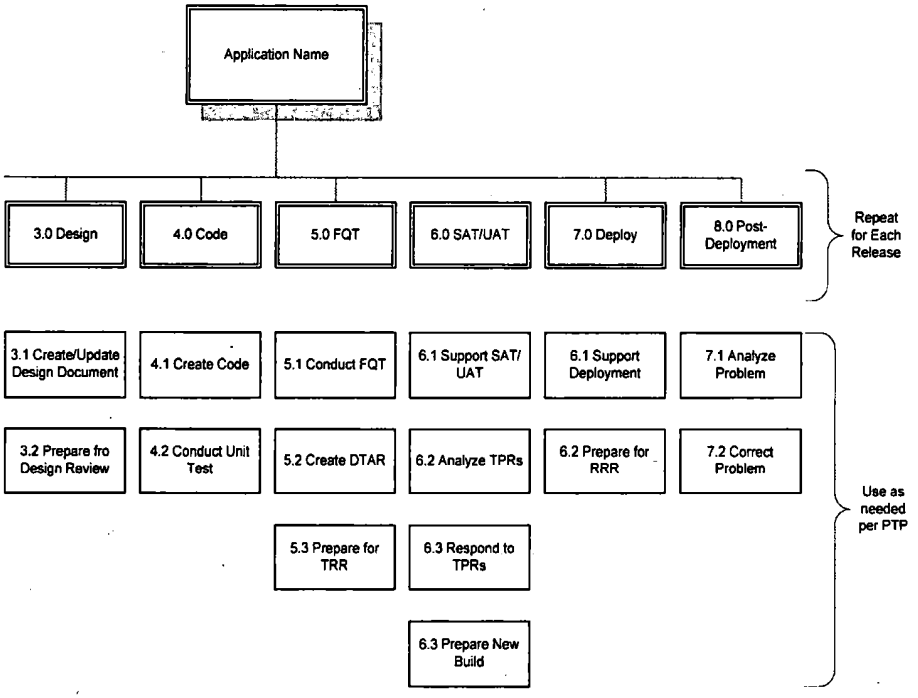

Figure 1: WBS Format

The Contractor shall use the WBS pictured in Figure 1: WBS Format, for EVM reporting conforming to CPR Format 1. Planning and requirements phases are considered level of effort and should be included in the budget spend plan tracking. There shall be a separate WBS for each application and each release within the scope of this SOW. Each WBS shall contain 1.0 Plan to 8.0 Post-Deployment. If no resources are planned or expended in one or more of the second level activities, then the Contractor shall factor zero budget, and no schedule for those activities, as appropriate. The Contractor shall identify the level three sub-activities that are required to satisfy the higher-level activities as per the release Project Tailoring Plan (PTP), a USCIS SELC artifact that drives all of the reviews and artifacts required for a given release. The level three sub-activities shown in Figure 1: WBS Format are examples only. Modifications to the level three sub-activities are permissible, with the approval of the Government PM or project IT PMs.

6.3.3 Integrated Baseline Reviews

The Contractor shall plan for and participate in integrated baseline reviews (IBRs). Such reviews shall be scheduled as early as practicable. Typically the IBR will be conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable. IBRs are expected to be held at key points during the task order, such as when new applications are added to the Contract or a major maintenance action is completed. The objective of the integrated baseline review is for the Government and the Contractor jointly to assess the Contractor's planning and performance to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

7. Security

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

7.1 Contractor Employee Access

In accordance with HSAR Section 3052.204-71, Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. System administrator, developers, and database administrators (i.e. those with privilege access) have been identified as high-risk positions and require, at minimum, a successfully adjudicated Background Investigation (BI), according to DHS MD11055, Suitability Screening Requirements for Contractor Employees. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to

other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

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

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

The Contractor shall include the substance of HSAR Section 3052.204-71 in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

The following definitions are provided as per HSAR Section 3052.204-71:

- Sensitive Information: Any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:
    - Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
    - Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
    - Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs,

or other programs or operations essential to the national or homeland security interest; and

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

- Information Technology Resources: Include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

7.2 Unclassified Facilities and IT Resources

The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security. The Contractor is required to install and maintain technical security equipment, such as alarms, cameras (if applicable), and controlled-access equipment. The Contractor must also procure all necessary equipment and materials, and is required to maintain and repair all physical security equipment to ensure it is operating properly. The Contractor is expected to follow NIST and USCIS Security policy. The contractor will provide the degree of physical security protection commensurate with the sensitivity of the USCIS system access and information used for contract performance

7.3 Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Should the COTR or USCIS Office of Security and Integrity (OSI) determine the Contractor is not in compliance with the security requirements of the contract, the Contracting Officer will notify the Contractor, in writing, of the appropriate action that will be taken to rectify any non-compliance to the contract security requirements.

7.4 Interconnection Security Agreements

Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other

Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements, or interconnect service agreements.

8.0 Deliverables, Performance and Delivery Schedule

The Contractor shall submit the deliverables that are indicated in the Deliverables Schedule to the CO and COTR. Deliverables including Personally Identified Information (PII) shall be provided in Email only if encrypted, and/or by other Government-specified delivery methods that are capable of safeguarding PII data. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking.

For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. local time to 111 Massachusetts Ave., Washington D.C. 205209. Monday through Friday, unless stated otherwise.

All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

Each deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.

In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the CO, COTR and the Government Program Manager. For any task order level deliverable, the Contractor shall provide written notification immediately to the CO and COTR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this date shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.

The USCIS COTR and/or USCIS Project Manager will be monitoring/reviewing the contractor's security requirements, and making or requiring changes, if necessary.

The Contractor does not have proprietary rights to any of the information contained in any of the deliverables provided to the Government, including schedules, EVM reports, budget spend plans, operational analysis, and monthly status reports.

All data entered into Government furnished property becomes the sole property of the Government at the moment the data is input.

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in the Budget Spend Plan Section Section, and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide in accordance with SOW Appendix C:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Appendix C) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government feed back regarding the draft EVM reporting requirement provided in Appendix C.

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	Deliverable	Due Dates
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Property (GFP) Tracking	A method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis	A Government-accepted method shall be in place within 5 months of contract award.

Section	Deliverable	Due Dates
	that is searchable on data fields	
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award
4.1.3 Establish and Maintain Maintenance Environment	Kovair releases	As per application project plan; approximate number should not exceed 2 major and two minor per year
	Updated USCIS SELC documentation for each release	Updated at each release
Task Two: Operational Tasks		
4.2.1 Ad-Hoc Reporting	Ad Hoc reports	Scheduled and unscheduled
4.2.2 System Administration	New or rebaselined SWADs for each application	Within 90 days of achieving entry on duty
	Systems Administration & Operations Manual (SOAM) for each application	Updated at each release or newly created as per application project plan if not previously existing
4.2.3 Application User Support	User Manuals	Updated at each release or newly created as per application project plan if not previously existing (delivered in MS Word version consistent with USCIS version at time of delivery).
	Training Artifacts	Updated at each release or newly created as per application project plan if not previously existing
	Job-Aids	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand help	Updated at each release or newly created as per application project plan if not previously existing

Section	Deliverable	Due Dates
	Application-delivered on-demand training	Updated at each release or newly created as per application project plan if not previously existing
	Computer-based training	Created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.
4.2.4 Database Administration	Systems Administration & Operations Manual (SOAM) maintenance information	Updated at each release or newly created as per application project plan if not previously existing
4.2.5 Application Research and Analysis	Research and analysis reports and briefings	Quarterly
	Section 508 Determinations & Findings Form indicating results of Section 508 market research	Quarterly
Task Three: Maintenance Tasks		
4.3.1 Project Management	Project Management Plans (PMP)	Updated at each release or newly created if not previously existing
	Government-approved Work Breakdown Structure (WBS)	Updated at each release
	Project schedule maintained in a Government-furnished project management application	Each release
	Section 508 Determinations & Findings Form	Each release
	Planning Review Briefing	Each USCIS SELC Planning Review
	Risks, risk status, and risk mitigation strategies	Each release
4.3.2 Requirements Collection, Definition, and Management	System Requirements Document (SRD)	Updated at each release or newly created if not previously existing
	Requirements Traceability Matrix (RTM)	Updated at each release or newly created if not previously existing
	Requirements Review Briefing	Each USCIS SELC

Section	Deliverable	Due Dates
		Requirements Review
4.3.3 Design	Design Document (DD)	Updated at each release or newly created if not previously existing
	Design Review Briefing	Each USCIS SELC Preliminary and Final Architecture Design Review
4.3.5 Corrective Maintenance	Updated software configuration baselines	As per application project plan
4.3.6 Adaptive Maintenance	Updated software configuration baselines	As per application project plan
4.3.7 Relevance Maintenance	Updated software configuration baselines	As per application project plan
4.3.8 Testing	Test Plan (TP)	Each release
	Test Analysis Report (TAR)	Each release
	Section 508 Test Document	Each release, as required
	Test Readiness Review (TRR) Briefing	Each USCIS SELC TRR
4.3.9 Deployment	Deployment Plan	Updated at each release or newly created if not previously existing
	Version Description Document (VDD)	Each release
	Release Readiness Review (RRR) Briefing	Each USCIS SELC RRR
4.3.10 Post-Deployment	Development Test Analysis Report (DTAR)	Each emergency release
	Version Description Document (VDD)	Each emergency release
	Root Cause Analysis	As requested
	Updated software configuration baselines	Each emergency release
4.3.11 Decommissioning	Disposition Plan	As required
Task Four: Security Remediation		
4.4.1 Information Systems Security	System Security Plan (SSP)	Updated as required or newly created if not previously existing

Section	Deliverable	Due Dates
Official Support	Security Test and Evaluation (ST&E) Plan	Updated as required or newly created if not previously existing
	Security Assessment Report (SAR)	Updated as required or newly created if not previously existing
	Signed Accreditation Letter (ATO)	Updated as required or newly created if not previously existing
	Contingency Plan (CP)	Updated as required or newly created if not previously existing
	FIPS 199	Updated as required or newly created if not previously existing
	E-Authentication	Updated as required or newly created if not previously existing
	Privacy Threat Assessment (PTA)	Updated as required or newly created if not previously existing
4.4.2 Security for Information Technology Resources	System Security Plan	Within 30 calendar days after contract award
	Proof of IT Security Accreditation	Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government circuits and equipment used for establishing extranet connections
Task Five: Transition		
4.5 Task 5: Transition	Transition Plan	A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
		Upon individual application

Section	Deliverable	Due Dates
		transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.
General Reporting		
6.1 Budget Spend Plan	Budget Spend Plan Tracking	Report the monthly and cumulative budget spend plan and track against actual costs; reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.
6.2 Operational Analysis	Application Annual Review	Each application annually; dates to be coordinated with IT PMs.
6.3.2 Earned Value Management Reporting	Cost Performance Report (CPR) Format 1: WBS-oriented EVM report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
	Cost Performance Report (CPR) Format 3: Baseline Report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
	Cost Performance Report (CPR) Format 5: Problem Analysis Report/Variance Narrative	Provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports when a variance exceeds 5%.
	Contract Funds Status Report (CFSR)	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
6.3.3 Integrated Baseline Reviews	Integrated Baseline Review	Conducted 90 calendar days after task order award but not

Section	Deliverable	Due Dates
		later than 180 days after task order award as applicable.
8.1 Status Reporting	Monthly Status Report	Monthly, no later than 12 working days following the Contractor's accounting period cut-off date.
Certifications		
9. Certifications	Demonstrate operating capability at SEI CMMI Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals.	Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor must show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

Table 1: SOW Deliverables

There are multiple deliverables required, some of which are not priced; consequently, there is a deliverables CLIN which is not separately priced to allow for the acceptance of deliverables.

8.3 Government Acceptance of Deliverable

The Government will have ten (10) business days to accept or reject Contractor deliverables. The Contractor will be notified in writing by the COTR of all rejected deliverables and include the rational behind the rejection and a short description as to what needs to be completed by the Contractor in order for the deliverable to be deemed acceptable. The Contractor will have three (3) business days to resubmit the deliverable to the Government for final acceptance.

9. Certifications

The Contractor shall be required to demonstrate operating capability at the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals. All SCAMPI A appraisals used as credentials must be conducted by an SEI authorized lead appraiser who is external to the Contractor being appraised.

Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor shall show evidence of a successful external

Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

The Government reserves the right to at any time post award (no more than once in a six month period) to conduct an IV&V CMMI software process audit using an independent assessor consistent with the ref (a) at the provider's development facility used for USCIS work.

10. Government Furnished Property and Information

A list of Government Furnished Property (GFP) is provided at award, in addition, more GFP will be provided for new applications that on-board the SPAS Task Order. Additional GFP is expected to be provided to support new applications. Required GFP will be identified during the new application transition period and will be provided mutually agreeable dates. GFP will be added to the task order through a contract modification.

USCIS will supply the Contractor with GFP desktops and servers to mitigate the potential spillage of Personally Identifiable Information (PII) data when using Contractor-supplied equipment. No Contractor-provided computing equipment shall be used in the performance of this Task Order. Work performed in accordance with this SOW shall be conducted on GFP and networks. The contractor work-site must be an accredited USCIS extra-net site and receive an ATO from USCIS CIO.

The Government information identified below shall be used in the performance of the work described in this SOW.

Document Name	Publication Number/Applicable Web Site	Ver.	Date
CCRM Manual	http://ccrm.uscis.dhs.gov/	1.0	Jul 2010
DHS ICCB Change Management Handbook	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86492/DHS+ICCB+Change+Management+Handbook+v3+0.pdf	3.0	Jan 2010
USCIS Systems Engineering Lifecycle (SELC)	http://docs.uscis.dhs.gov/dsweb/Get/Document-74928/	3.0 (Draft)	Dec 2009
ITLM	http://docs.uscis.dhs.gov/dsweb/Get/Document-58265	2.0	Feb 2008
Contract Performance Report (CPR) Format 1, 3, and 5	http://www.everyspec.com/DoD/DoD+FORMS/CostPerformanceReport_DID-MGMT-81466-FORMS_(DD-FORM-2734)_6134/	N/A	Apr 2005
Contract Funds Status Report (CFSR)	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1586.pdf	N/A	Aug 96

USCIS Section 508 Policy (ME3-2)	http://docs.uscis.dhs.gov/dsweb/Get/Document-83754/	1.0	Mar 2008
DHS Management Directive 4010.2	http://dhsconnect.dhs.gov/policies/Instructions/4010.2%20Section%20508%20Program%20Management%20Office%20and%20Electronic%20and%20Information%20Technology%20Accessibility.pdf	N/A	
DHS Memorandum to Component Heads	http://docs.uscis.dhs.gov/dsweb/Get/Document-62146	N/A	Oct 2008
DHS Memorandum to DHS Employees	http://docs.uscis.dhs.gov/dsweb/Get/Document-62145	N/A	Oct 2008
OMB Memorandum	http://docs.uscis.dhs.gov/dsweb/Get/Document-59336	N/A	Nov 2007
USCIS Rules of Behavior	http://isd.uscis.dhs.gov/goverance/default.html	N/A	Mar 2010
Technical Guide to Information Security Testing (Draft)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86486/Technical+Guide.pdf	0.3 (Draft)	Nov 2007
Capital Planning and Investment Control (CPIC) Guide	http://mydocs.uscis.dhs.gov/dsweb/View/Collection-15133	0.3 (Draft)	Jan 2008
Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86488/Information+Security.pdf	2.0	Dec 2007
Information Security (Annex 1)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86489/Information+Security_Ennex1.pdf	2.0 Revision 2 Excerpt	Dec 2007
Information Security (Annex 3)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86490/Information+Security_Ennex3.pdf	2.0 Revision 2 Excerpt	Dec 2007
Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86491/Guide+to+Test....pdf	N/A	Sep 2006
DHS Sensitive	http://dhsconnect.dhs.gov/org/comp/mgmt/c	7.2	Apr

Systems Policy 4300A	io/iso/Pages/sspolicy.aspx#4300A.		2010
DHS Security Architecture	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/archdocs.aspx	2.0	Nov 2009
OMB Memorandum 10-15	http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-15.pdf	N/A	Apr 2010
SQL Sever Hardening Guide for DHS	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sscg.aspx	2.1	May 2007
Standard CMMISM Appraisal Method for Process Improvement (SCAMPISM), Version 1.1: Method Definition Document	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86493/SCAMPI+Method+Definition+Document.pdf	1.1	Dec 2001
National Defense Industrial Association (NDIA) Program Management Systems Committee (PMSC) Earn Value Management Systems Intent Guide	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86494/NDIA_PMSC_EVMS_IntentGuide_Nov_2006_Released_Version[1].pdf	N/A	Nov 2006
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008

Table 2: Reference Information

11. Contract Personnel

The Contractor shall provide a staffing matrix that identifies the certification type, certification date, and percentage of dedicated staff, by task area, that possess certifications relevant to meeting contract requirements. Acceptable certifications include, but are not limited to:

- MSCE (Microsoft Certified System Engineer) or MCITP (Microsoft Certified Information Technology Professional) on the Windows 2003 Operating System
- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)
- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the Contractor shall notify the Contracting Officer via the Contracting Officer's Technical Representative (COTR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

Program Manager	Overall authority for the Task Order. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Technical Director	Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Security Manager	Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).

EVM Manager	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the COTR. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate (X.x)	Minor (X.x.x or system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	
Risk Management Matrix	New	New	

Training Plan	New		
Requirements Traceability Matrix	New	New	
Requirements Document	Updated	Updated	
Design Document	Updated	Updated	
Development Test Plan	New	New	New
Development Test Analysis Report	New	New	New
Training Materials	New		
Administrator's Manual	Updated	Updated	
User Manual	Updated		
Section 508 D&F Form	New	New	
Section 508 Test Report	New	New	
Version Description Document	New	New	New
Applicable Gate Reviews			
Planning	✓		
Requirements	✓		
Preliminary Design	✓	✓	
Critical Design			
Test Readiness	✓	✓	
Release Readiness	✓	✓	✓

Table 4: Documentation Estimates

In order to estimate Program Research and Analysis, account for 10 reports with briefings per year. In order to estimate Application Research and Analysis, account for annual Operational Analysis that occurs for each application under the scope of this SOW, and account for 2 reports per year for 10 applications.

While preparing cost estimates, the Contractor is encouraged to make use of the metrics supplied in Attachment 1: Application Support Summary. These metrics can be applied to related tasks in order to gage scope. The complexity of a given application is also supplied in the Attachment. The complexity factor is a subjective measure based on relative complexity of applications when compared among the set of applications covered within the scope of this SOW. For instance, we consider CLAIMS 4 to be highly complex due to the number of components, interfaces, condition of existing code base, architecture, and maintainability, vis-à-vis the other SPAS applications. The Contractor may want to account for the complexity of an application when determining the level of effort required to accomplish the tasks in the SOW, as they apply to a given application.

The EAGLE ordering guide requires competition of Task Orders under Functional Categories based on the predominance of work. The SPAS requirement is an O&M effort; consequently, it will be competed under FC-2 Tier 1. However, given the volume of maintenance work and the requirement for labor that specializes in software development skills, the Contractor is authorized to propose additional labor categories, as described below:

LC#	FC-4 EAGLE LABOR CATEGORIES REQUIRED IN SPAS
3	Application Developer / Programmer
5	Application Systems Analyst
7	Application Engineer (Intermediate)
8	Application Engineer (Senior)
11	Business Process Reengineering Specialist (Junior)
31	Functional Analyst (Senior)
40	Information Technology Senior Consultant
60	Systems Engineer (Senior)
63	Test Engineer (Intermediate)
64	Test Engineer (Senior)
66	Training Specialist (Senior)

Table 5: Additional Labor Categories

SOW Attachment 1: Application Descriptions and Requirements

Application Support Centers

Biometric Benefits Support System (BBSS)	
BBSS Project	Biometric Benefits Support System (BBSS) supports electronic processing of all applicable applications by checking applicants' masthead data and fingerprints against Federal Bureau of Investigation (FBI) files. This involves connecting live-scan devices located at Application Support Centers (ASC) across the country to electronically transmit applications to the FBI for processing. Support is required for connecting Case Management System (CMS) live-scan devices located at ASCs across the country to the BBSS mail server(s) that will electronically transmit photo, signature, fingerprint, and receipt number to the applicable CLAIMS system for processing. The Integrated Automated Fingerprint Identification System (IAFIS) server portion will process FD-258 information received from BBSS on an Oracle platform. One of the areas of Contractor support includes FBI billing reconciliation. The Contractor shall reconcile FBI billing with DHS submissions. Each application fingerprint submitted to the FBI is charged a fee for processing. In order to ensure billing accuracy, the Contractor shall electronically match DHS submissions to the FBI bill, identifying total matches; discrepancies; previous billed items; and items not billed on a monthly basis. A component of the BBSS project is naturalization testing, which provides support to facilitate electronic testing for U.S. Naturalization and replace the current hand written testing and manual mailing process. Biometric Benefits Support System hardware consists of BBSS Central, Web. Mail, Database Servers and Primary Domain Controller. BBSS is a non-COTS software is coded in Visual Basic and C. BBSS is planned to be decommissioned on December 31, 2013 and Optional CLINs shall be exercised to continue performance beyond this date. Services will likely be transitioned to CPMS.
BBSS Objectives	Biometric Benefits Support System functionality will eventually be subsumed by the Customer Profile Management System (CPMS), after which point BBSS will be decommissioned.
BBSS Coordination	Coordination with the Application Support Division, ASCs, and Service Centers, through OIT, will be required.
BBSS Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
BBSS Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the BBSS application.

Customer Profile Management System (CPMS)

CPMS Project	The Customer Profile Management System (CPMS), including the Biometrics Storage System (BSS) component, is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires implementation of new strategies, systems, and initiatives to support the various application processes. CPMS was designed to facilitate the USCIS background check process. USCIS conducts background checks on applicants/petitioners during benefit adjudication. When deployed, CPMS will provide centralized electronic routing, storage and processing of name check requests and results, as well as receiving request and result data for FBI fingerprint checks. The CPMS is a web-based application hosted at the USCIS data center in Manassas, VA. The application executes on an IBM AIX platform and utilizes Oracle 9i; IBM Web Sphere and MQ Series secure messaging and is nearing deployment readiness. Release 1.0 of CPMS will provide canned report capability via the Actuate reporting tool, which includes reports for the users, billing and other administrative reports. Release 1.1 will provide Ad-Hoc reporting capability for the users. As this is a new system there are anticipated to be minimal requirements for Ad Hoc reports to be provided by the Contractor at this time, however the Contractor shall create canned reports for use by the user community. The Contractor shall support the capture, processing, storage, and recommend improvements and standardizations for using biometric response data as part of the background check service. The Contractor shall research emergent technologies to enhance the current processes of securely utilizing sensitive biometric response data, develop any necessary business re-engineering plans, and implement as directed. The Contractor shall investigate appropriate new technologies, functionalities, and processes; present the value to USCIS as it relates to the current or proposed business practices; and implement as directed. The Contractor shall investigate, prepare a business case, and recommend new hardware and software technology as agency requirements change and the biometric and imaging industry evolves. The Contractor shall implement the new technology as directed by USCIS management. The Contractor shall investigate, analyze, and prepare a whitepaper on upgrading and or selecting new tools and/or techniques for the application software and utilities or new hardware environments. For software, this could be using new software development language(s) for preparing the applications, user interfaces, or implementing new features within the application. For hardware, this could include moving to new platforms or components. For both, this may include moving to new hardware and new versions of the major COTS components or developed software. For example, the conversion of the servers from IBM AIX Servers to SUN Servers and the use of the current version of Oracle is one such combination task. All recommended upgrades to the CPMS application shall be in alignment with the USCIS Enterprise Architecture.
CPMS Objectives	The Contractor shall prepare and deliver a comprehensive five-year plan that addresses software and hardware issues necessary to meet USCIS senior management/mission objectives (e.g. Congressionally mandated Temporary Worker Program etc, etc.). This plan must include estimates of the amount of data to be stored and the number of users (total and concurrent), the major software to be developed,

	and the associated hardware components necessary to support the plan. The software portion should address the major initiatives and include cost estimates for development, deployment, and ongoing maintenance. The purpose of this effort is to provide sustainment support services for CPMS in a way that will ensure the application becomes fully operational as soon as possible, and remains fully functional throughout its operational lifecycle to support the overall DHS USCIS OIT mission in an efficient and cost effective manner. As a result, the intent of the OIT is to secure the minimum level of technical support services necessary to meet this goal. The overall objective of CPMS is to phase out USCIS legacy biometric applications, provide biometric services on the Enterprise Service Bus (ESB), provide a modernized and standardized IXM [Automated Biometric Identification System (IDENT) Exchange Messaging] interface based on the National Information Exchange Model (NIEM).
CPMS Coordination	The Contractor shall coordinate with Enterprise Services Division (ESD)/Application Service Center (ASC) and Transformation Program Office's (TPO) Integrated Operating Environment (IOE).
CPMS Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CPMS program applications to malfunction. The principal areas of software maintenance include the CPMS application software including scripts operational on any of the platforms in the multi-tier configuration, requirements gathering to support software maintenance, interfaces with other applications, and Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS as applicable to the background check processes. The Contractor shall define, design, implement, test, and deploy enhancements to adapt CPMS to receive process, store, and present additional background check data as directed by USCIS OIT management, as follows: • Make the biographic data available via a user interface (e.g., web-based application or otherwise). • Continue to receive, process, and securely store background check data from other systems, directly or via an interface such as the Background Legacy Translator (BLT). • Revise the internal and external interfaces (e.g., automate the interface with the FBI and legacy Systems), and incorporate the recommendations of the various working groups.

Employment Applicant Submissions System (EASS)	
EASS Project	The purpose of the Employment Applicant Submissions System (EASS) is to support electronic processing of USCIS employees applications by checking applicant's masthead data and fingerprints against FBI files. This involves connecting dead-scan devices located at USCIS Employment Offices in Burlington, VT and Washington, D.C to the Vermont Service Center (VSC) that will electronically transmit applications to the FBI for processing. Fingerprint images and masthead data will be transmitted from dead-scan devices at an Employment Office, then to the VSC via the DHS Wide Area Network, and then forwarded to the FBI on the Criminal Justice Information Services Wide Area Network. From the VSC, 10-print data, formatted according to Electronic Fingerprint Transmission Specification (EFTS), will be forwarded to the FBI via encrypted T-1 connections. The FBI will return rejections, identification, and non-identification responses to the VSC, which will then send the result directly to the USCIS Employment Office. Employment Office personnel will review responses from the FBI and initiate appropriate action.
EASS Objectives	Continue supporting the Vermont Service Center.
EASS Coordination	Coordination with the Application Support Division, and VSC through OIT, will be required.
EASS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

FD 258 Enterprise Edition (FD258 EE)	
FD258 EE Project	The Department of Homeland Security (DHS) requires that the Federal Bureau of Investigation (FBI) conduct a criminal background investigation on any alien applying for DHS benefits. This investigation is initiated when the DHS submits fingerprint information to the FBI. The Integrated Automated Fingerprint Identification System (IAFIS) client will process, manage, and track FD-258 card information on an Oracle platform. The IAFIS system has replaced the Machine Readable Data (MRD) system. All fingerprint cards are now sent electronically to the Federal Bureau of Investigation (FBI). Fingerprint cards from overseas are scanned in and transmitted electronically. It was designed to accommodate any application that requires an FBI interface. The system will support integrating evolving technologies with existing facilities and databases and will provide a single process to handle FD 258 Enterprise Edition (FD258 EE) card information in the four DHS Service Centers located in Nebraska, Texas, California, and Vermont. In addition, the system will support any application requiring an FBI interface (e.g., CLAIMS 3 and CLAIMS 4). The IAFIS server portion will process FD258 EE information received from the Biometric Benefits Support System (BBSS) on an Oracle platform. Information is received by the FD258 EE system and passed to CLAIMS 4 and FD 258 Mainframe (FD258 MF) system, which in turn sends information to the other systems (e.g., CLAIMS 3, CLAIMS 4, RAPS, and RNACS). The primary function of FD258 EE is to provide an automated ability to manage fingerprint submissions and results. It was designed to accommodate any application that requires an FBI fingerprint results. It handled physical transactions (e.g., MRD) in the past and now handles electronic (e.g., IAFIS) fingerprint transactions. FD258 is planned to be decommissioned on December 31, 2012 and Optional CLINs shall be exercised to continue support beyond this date.
FD258 EE Objectives	The FD 258 Enterprise Edition may be decommissioned, and its functionality rolled into the Customer Profile Management System (CPMS). There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
FD258 EE Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required.
FD258 EE Maintenance Requirements	The Contractor shall perform minor corrective action periodically, as needed.

Fingerprint Masthead Notification System (FMNS)	
FMNS Project	The Fingerprint Masthead Notification System (FMNS) is a fingerprint card processing software that will enable CIS offices and CIS-contracted services to print masthead information on the FD-258 applicant fingerprint card. The printed information will also be in a machine-readable barcode format for subsequent loads into other CIS-related systems. The software will also be able to produce schedule and reschedule notices with 2-D barcode labels. Application Support Center (ASC) personnel will use the FMNS to schedule or reschedule applicants for fingerprint processing at ASCs. First, the operator will scan in an applicant's masthead information via a 2-D barcode printed onto the applicant's notification letter, or type in the applicant's masthead information in the data entry screen. The scanned barcode stores the basic demographic information such as name, address, Originating Case Agency Identifier (OCA) number, FBI number, Armed Forces Number, Social Security Number (SSN), Alien Registration Number or A-number, date of birth, local ORI, gender, race, height, weight, eyes, hair, place of birth, and other fields pertinent to the barcode history. The operator may manually data-enter any of the applicant's remaining demographic information that was not originally scanned in by the barcode scanner. The Fingerprint Masthead Notification System can then automatically print the applicant's information onto the FD-258 fingerprint card. This card is used for all CIS benefits requests. The Fingerprint Masthead Notification System keeps track of how many applicants have been scheduled into each fingerprinting location. The Fingerprint Masthead Notification System currently runs in a stand-alone workstation. Minimum client workstation requirements are: Dell Optiplex GX110 series (standard USCIS issue in the field site) with minimum 1 GB of hard drive capacity, 64 MB random access memory (RAM), Pentium III 450 MHz processor, 10/100 Base T Ethernet PCI card, CD-ROM drive, 3.5" floppy disk drive, 16-bit color monitor, keyboard, mouse, HP network printer (4000/4050/4100TN/4SI/5M), and Symbol 1-D/2-D Barcode Scanner Model: LS4804-1000A. FMNS is planned to be decommissioned on September 30, 2012 and Optional CLINs shall be exercised to continue performance beyond this date.
FMNS Objectives	The objective is to retire the system and include the functionality into L1 software.
FMNS Coordination	Coordination with the Application Support Division and Immigration and Customs Enforcement (ICE). through OIT, will be required.
FMNS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Scheduling and Notification of Applicants for Processing (SNAP)

SNAP Project

The Scheduling and Notification of Applicants for Processing (SNAP) system is designed to facilitate the scheduling of applicants at Application Support Centers (ASC), mobile sites, or Designated Law Enforcement Agencies (DLEAs) for fingerprint processing. Currently, the four Service Centers are each using a different scheduling system, in some cases self-devised, which sometimes leads to multiple applicants being assigned the same time slot, or an ASC being assigned more applicants than it has the capacity to handle in a given day. Scheduling and Notification of Applicants for Processing will prevent this over-scheduling and unify the scheduling process among the Service Centers. Additionally, Service Center personnel will not have to maintain any ASC-related tables; these will all be maintained centrally at HQ, USCIS.

Operators interact with the system to perform a single primary function: data entry. Each ASC will have specific hours during the week that are available for scheduling by Service Centers, and an associated number of applicants that can be handled during each available hour. Scheduling and Notification of Applicants for Processing automatically schedules the applicant into the most appropriate fingerprinting site, based on the data entered. If that site has no available slots, the operator is notified, and the applicant is stored for later scheduling by an administrator. The applicant will normally be scheduled between 28 and 42 days in the future.

SNAP consists of five main software modules: New Applicant Screen, Search Applicant, Search Attorney Screen, View ASC Capacity, and the Auto Print Screen. The following are descriptions of each unit:

- New Applicant Screen - This is the main screen that handles all scheduling and rescheduling of applicants, including the retrieval of applicant information after the applicant search returns a record set. The attorney information is also displayed in read-only format. Updates to the applicant information can be made on this screen. The ASC capacities are also viewable in this screen during the applicant scheduling process, and notifications can be printed. Applicants may also be added to a group and all members of the group scheduled in the same time block.
- Search Applicant - This screen allows the search of applicant information based on search criteria fields: A-number, SSN, First Name, Last Name, Notice Date, ASC Code, Operator ID, Appointment Date, and Schedule Status. The returned results are listed along with the count of records.
- Search Attorney Screen - This screen allows the search of attorney information based on search criteria fields: Last Name, First Name, Middle Initial or any other searchable fields: Title, Suffix, Street Address, City, State, ZIP Code, and ZIP Code Extension. Once results are displayed, the operator can pinpoint to the details of the record of interest and attach the information to the current applicant.
- View ASC Capacity - This screen allows the operator to view ASC capacities for the ZIP Code that was entered in. It displays the ASC Site and the location state. Upon zeroing in on an ASC, the operator can view capacity dates, original, and remaining capacities as well as be able to print the capacity volumes.
- Auto Print - This screen functions as the print view list of the past ten runs that have been scheduled via the auto-scheduling functionality, currently an overnight process. Zeroing in on applicants that have been scheduled and printed will be displayed in the Print Run Details screen. Operators will also be able to perform the print notification operation for all scheduled applicants that have been scheduled but not printed.

SNAP Objectives	The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed in the Transformation Program Office's (TPO) case management system.
SNAP Coordination	Coordination with the Application Support Division, Office of Field Operation, and TPO, through OIT, will be required.
SNAP Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
SNAP Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the SNAP application.

Site Profile System (SPS)	
SPS Project	The Site Profile System (SPS) was developed by USCIS Office of Field Operations (OFO) as a one-stop resource to provide information on USCIS Application Support Center (ASC) operations around the country. The Site Profile System improves USCIS ASC managers' ability to manage appointment workload and backlog; as well as facilitate the management of appointment allocations and staffing at individual ASCs. The overall goal of the SPS is to provide ASC managers with better access for retrieving and reviewing ASC scheduling workload data including weekly and monthly scheduled appointments, appointment backlog, and backlog by appointment type. The Site Profile System receives data from CLAIMS4 and the Scheduling and Notification of Applicants for Processing (SNAP) application daily and creates weekly reports on Fridays. These reports are distributed to the ASC offices. The Site Profile System also updates the ASC personnel information as required. This system hosts the Sticker Issuance and I-90 Manifest System (SIIMS) database which is updated regularly. One of the duties of the ASC offices is to issue I-90 renewal stickers. These stickers are numbered. The information for the applicant, and the sticker numbers are entered into an ASC local data entry program and are emailed periodically to headquarters. Periodically the sticker data attachments to these emails are removed and imported into the SIIMS database (a subset of the SPS system). Conducting the analysis for Haitian TPS was also done by using SPS. The Site Profile System platform is MS Windows. The hardware consists of one Dell Power Edge 2600 server running SQL 2K EE SP3, and one Dell Power Edge 2600 server, MS IIS 6.0 web server located at a USCIS data center. The Site Profile System uses the following software: ▪ MS SQL Server 2005, EE database that houses and maintains the data for a period of 60 days ▪ MS IIS 6.0 for web services

	▪ Oracle 11g client ▪ SQL Server Integration Services (SSIS) packages for downloading the data from CLAIMS4 and SNAP ▪ Graphical User Interface (GUI) for updating information and viewing on-demand reports ▪ Adobe Acrobat for printing the reports from HTML format to PDF format ▪ Utilities for inputting zip code information into the database Currently, there are approximately 25 registered users of SPS, with plans to bring in 300 more ASC users. Users include members from USCIS Headquarters, ASCs, and Service Centers.
SPS Objectives	The Site Profile System provides analysis capabilities for the ASC Supervisors who are required to make relevant decisions regarding scheduling and staff needs.
SPS Coordination	The Site Profile System receives appointment data and backlog information from two major system sources: CLAIMS4 and SNAP. CLAIMS4 data includes new citizenship applications (N400s), and SNAP data includes all other applications (including N400 reschedules).
SPS Maintenance Requirements	The Contractor shall perform maintenance activities as directed by the IT PM. No maintenance activities are known at this time.

Visa Services	
VISA Services Project	In September 2006, USCIS and the United Kingdom Border Agency (UKBA) reached an agreement that would allow applicants for United Kingdom (UK) visas to provide fingerprint information at USCIS Application Support Centers (ASC). This enables the UKBA to pre-screen visa applicants for entry into the UK. United States Citizenship & Immigration Service ASC offices were already equipped to fingerprint applicants for U.S. benefits. United States Citizenship & Immigration Services leveraged the use of the existing ASC capability to capture UK visa applicants' fingerprints. The outcome of this capability is named the UK Visa System and its mission is to transmit the UK Visa applicants' fingerprints to the UKBA fingerprint vetting systems in London. The UK Visa system uses the existing USCIS Biometric Benefits Support System (BBSS) systems to package the fingerprint in a mail message which is transmitted via a dedicated and secure mail relay server located at a DHS data center. The mail relay connects to the UKBA via a VPN tunnel over the Internet. As per the memorandum of understanding between USCIS and UKBA, no UK Visa data is retained by USCIS. United States Citizenship & Immigration Services captured 92,877 sets of fingerprints during the 12-month period ending in June 2010. The UK Government reimbursed USCIS approximately $3.4 million for this recent 12-month period.

VISA Services Objectives	Visas Service will expand to implement joint projects with other countries that also use USCIS ASCs for biometric enrollment and data sharing capabilities. A feasibility study has been conducted to analyze and determine the viability of the project. Discussions with Canada are taking place regarding their participation in Visa Services.
VISA Services Coordination	The Contractor will be required to coordinate activities with the BBSS project team, and representatives of countries who participate in Visa Services.
VISA Services Maintenance Requirements	The Contractor shall support a technology refresh for Visa Services equipment. Known items requiring a refresh are two servers in FY11.

Customer Service Directorate

Customer Management Interface System (CMIS)	
CMIS Project	Customer Management Interface System (CMIS) is a customer queuing and information gathering system that manages the flow of traffic within field offices. It also gathers information and statistics about the kinds of services that customers receive while in the office, such as time spent waiting, time spent with an ISO/adjudicator, and types of services offered. Reports about the information collected can be generated with CMIS. The Customer Management Interface System is comprised of the following components: • Q-Flow version 3.2 by ACF Technologies, Inc. • Q-Flow Web-Agent Software: Standard Functionality, Announcer, PC Display, Gateway • Q-Flow Web: Windows 2000 (Windows 2003 Server recommended), MS IIS .0 • Q-Flow Database: Microsoft SQL Server 2000 Standard • MS Office XP Web Components • Q-Matic by Q-Matic Sweden AB • Q-Win, Q-Next • MS IE version 5.x or greater • MS ASP.Net for custom development of Q-Flow
CMIS Objectives	The objective of CMIS is to standardize the customer experience and continue to roll out the capability to USCIS offices.
CMIS Coordination	The Contractor must proactively coordinate all application activities with InfoPass, eCISCOR, and e-Pass.
CMIS Operational Support Requirements	As CMIS is rolled out to additional field offices, the Contractor shall identify optimal hardware and software placement that is appropriate for the various field office configurations. The Contractor shall conduct telephone and e-mail interviews to survey the as-is and desired to-be configurations of sites that will received CMIS. The Contractor shall coordinate with third party vendors to install CMIS-related hardware and software. Coordination typically involves working with the video vendor to ensure LCDs, speakers, and cables are installed at the pre-determined locations, and ensure the CMIS audio and video servers are installed.
CMIS Maintenance Requirements	The Contractor shall enhance the Q-Flow traffic management function by adding customer categories. The Contractor shall support the integration of CMIS products with other COTS and COTS products to improve performance and enhance the gathering of customer service statistics, such integrating Q-Flow with InfoPass and ePass.
CMIS Application User Support	The Contractor shall maintain distance learning modules and servers, and create and maintain additional learning modules, manuals, CDs and any other such material as requested by the IT PM. The Contractor shall provide CMIS training to Government trainers, SAT testers,

	USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. In-person user and system administration training is required upon initial deployment of CMIS to local and regional offices which generally occurs 12 times per year. Training is also required when CMIS processes and/or functionality changes and when new offices are launched. Training for new offices is to be done in person at the site. Refresher training is offered to field offices on an as-needed basis, averaging one office every two months or as USCIS needs dictate.

Customer Relationship Interface System (CRIS)	
CRIS Project	The Customer Relationship Interface System (CRIS) is a multi year/multi phased web based system, accessible through the USCIS.gov website that provides customers with pending immigration benefit application case status information and estimated processing times; a web-based method for customers to report a change of address; a service request tool for the 1-800 customer call center representatives to record reported issues with pending cases such as typographical errors or non receipt of a document; and allows USCIS personnel to record the issue resolution, such as a response letter, email, or telephone conversation with the customer who reported the issue. There are five components to CRIS, each having a different purpose as outlined below. All components combine for the primary purpose of enhancing customer service at USCIS. Each component is contained within the CRIS hardware/software framework. • Case Status Service On-line (CSSO), including portfolios and the helpdesk for same • Customer Service Gateway (CSG) • Service Request Management Tool (SRMT) • Change of Address Online (CoA) • E-Request (EREQ) Case Status Service On-line (CSSO) provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can create a portfolio of cases to monitor case status information and receive updates via email and/or receive a text message announcing an update. Government personnel access the system to view the current information, usually during the creation of a service request in SRMT. This allows the USCIS personnel the ability to verify the pending status and the processing timeframes prior to creating a service request. Additional tools available through CRIS are the Civil Surgeon Locator (CS), the Office Locator (OL), and Processing Times (PT). These three tools can also be accessed independently through links on the front page of uscis.gov. The CRIS Customer Service Gateway (CSG) is designed to display on the USCIS Customer Service Representative's screen the appropriate scripts for answering a customer's question. These scripts are tailored for Tier 1 call center representatives to explain laws, regulations, and USCIS forms information in response to customer questions. No PII is collected in this component of CRIS.

	The Service Request Management Tool (SRMT) provides USCIS customer service staff the ability to record Service Requests (SR) from customers to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is pending a decision. A Service Request is a record of a customer's reported issue with a pending immigration benefits application or petition. Typical issues include typographical errors, the non-receipt of information, change of beneficiary information, and cases not processed within USCIS stated processing times, etc. SRMT provides USCIS the ability to send the service request to the appropriate USCIS location for resolution and then to record the resolution of the issues by response letter, email or telephone correspondence to the customer who reported the issue. Change of Address Online allows certain customers to readily meet the federally mandated requirement to notify USCIS of any change of address. Customers may electronically submit their Form AR-11, *Alien's Change of Address Card*, and print their completed Form AR-11 for their records. If they have pending applications or petitions with USCIS, they can create a service request notifying USCIS of their new address. e-Request allows a customer to create an e-Request for a limited number of issues with very specific criteria: forms I-90 and N-400, if they meet the criteria of an "Outside Normal Processing Time" (ONPT) service request; and a "Non-Delivery of Other Notice" service request for Form I-90 if the customer has not received a notice scheduling them for fingerprints and photographs. These two forms generate the largest number of ONPT service requests when customers call USCIS to inquire on the status of their case. The CRIS reporting tool, ShowMe, gathers data and allows for statistical tracking of Service Requests submitted through SRMT and e-Requests. At the present, CRIS is physically located at a USCIS Data Center and is configured using the hardware/software list below: • Web Server – Dell PowerEdge 2950 running Windows 2003 Server and IIS 6.0 • Application Server - Dell PowerEdge 2950 running Windows 2003 and Caucho Resin 3.0.x • Database Server – IBM pSeries 660 running AIX 5.x and Oracle 9.2.08. USCIS is currently undertaking a migration of this application to a new facility that utilizes virtualized servers. Deployment to the new facility is scheduled at the end of 2010. A component of CRIS is the Customer Management Interface System (CMIS), which is a customer queuing system that manages the flow of traffic within local offices. It also gathers information and statistics as to the kinds of services that the customers receive while in the office.
CRIS Objectives	The objective of CRIS is to provide an easily accessible and accurate means by which customers or their representatives can interact with USCIS regarding case status, processing times, change of address requests as well as a means to support inquiries regarding outside normal processing time requests. The Customer Relationship Interface System provides customers access to this information via an intuitive web interface, or through a 1-800 customer call center. The Customer Relationship Interface System must continue to offer enhancements and tools that help support USCIS' customer-centric mission, and that facilitate in the development of partnerships with other agencies and organizations on data requirements and expand the electronic exchange of data mission-partners, including federal, state, and local agencies and the private sector. CRIS must be able to provide timely access to database information for such purposes as data analysis or ad hoc reporting as requested by USCIS or other Government agencies or as directed by the IT PM. Information regarding benefit case status; processing times; change of

	address (CoA) requests and customer case processing must be able to be queried and presented. Customer Management Interface System must continue to provide offices with the ability to track customer flow within their offices and to gather statistical analysis. This analysis can also provide a human capital analysis to determine the staffing needs in local offices.
CRIS Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO) and Verizon HostConnect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
CRIS Maintenance Requirements	The Contractor shall sustain CRIS and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from the CRIS system to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from CRIS to the TPO solution. The Contractor must provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with CRIS such as interface modules, data/voice circuits (such as Verizon HostConnect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
CRIS Application User Support	The Contractor shall maintain distance learning modules, and maintain the CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide CRIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM.

National Customer Service Center Siebel at Tier 2 (NCSC Siebel)	
NCSC Siebel Project	The are two components to the National Customer Service Center (NCSC) Siebel at Tier 2 application: content management system sustainment and computer telephony integration sustainment. The content management system is based on Siebel with an Oracle database, and resides at the National Customer Service Center's (NCSC) Eastern Telephone Center. It contains USCIS laws, regulations, forms, links to external sites, and gathers information collected during telephone calls. This information is then "popped" to Tier 2 information service officers through computer telephony integration. Siebel/Oracle content management system and Siebel's Computer Telephony Integration (CTI) and Customer Relationship Management (CRM) integration will display the "call record" information on each immigration information officer's desktop when a call is received, to include Soft Phone capability. Telephony integration sustainment requires the Contractor to act as a liaison between Government and the telephony integration vendor (currently Verizon Business), who provides call delivery logic and hosted intelligent call routing services to USCIS. The Contractor shall be cable of supporting the integration and call delivery from hosted intelligent call routing system (Genesis) to the NCSC Siebel CRM system Tier 2.

	The NSCS Tier 2 Call Center Information Service Officers (USCIS Adjudicators) access CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), and National File Tracking System (NFTS) to address immigration issues that deal with pending as well as processing cases. Calls referred to NCSC Tier 2 Information Service Officers deal specifically with case information that cannot be retrieved by Tier 1 call center staff. The Siebel CRM takes the call transfer which includes generic caller information (no PII), however once the Tier 2 Information Service Officer receives the ticket, they have authenticated access to CLAIMS and support subsystems to address case-specific questions.
NCSC Siebel Objectives	Government staff at the Customer Service Directorate is responsible for maintaining the content that is populated in the CRM. The Contractor is responsible for sustainment activities that ensure the Siebel call center platform and pertinent interfaces operate properly, such as linkages with CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), National File Tracking System (NFTS), and any internal and external links. The Contractor shall maintain the integrity of telephony integration and provide maintenance support for future interconnections between Siebel CRM and other USCIS supported systems.
NCSC Siebel Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO), the Customer Service Directorate, and Verizon Host Connect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
NCSC Siebel Maintenance Requirements	The Contractor shall sustain the Siebel CRM and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from or to the Siebel (and interfacing CRIS) systems to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from Siebel (and interfacing CRIS) to the TPO solution. The Contractor shall provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with Siebel/CRIS such as interface modules, data/voice circuits (such as Verizon Host Connect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
NCSC Siebel Application User Support	The Contractor shall maintain distance learning modules, and maintain the Siebel/Oracle/CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide Siebel training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. Contractor shall ensure latest versions of Siebel and Oracle are used and shall be available to coordinate any changes in mapping, content, or structure.

Field Operations

Computer-Linked Application Information Management System 3 (CLAIMS 3)	
CLAIMS 3 Project	The Computer-Linked Application Information Management System 3 (CLAIMS 3) was established as an umbrella system that incorporates casework-oriented processing of DHS benefits, including application receipt, adjudication, and notification. The CLAIMS 3 umbrella major components are: CLAIMS 3 Mainframe (MF), Marriage Fraud Amendment System (MFAS), CLAIMS 3 Local Area Network (LAN), Customer Relationship Interface System Interface (CRISI), Biometric Retrieval Unit (BRU), Adjustment of Status (AOS) scheduler, Family Based Adjustment of Status Interface (FBASI), RAPS Employment Authorization Document System (RAPSEADS), Automated Premium Processing e-mail System (APPLES), I-512L, Travel Document Personalization System (TDPS) Push Utility, Interim Interagency Border Inspection System (IBIS), Electronic Filing Interface (EFI), Data Viewer Utility, National File Tracking System interface (NFTSi), Enterprise Print Manager Service (EPMS), and the Security Administration toolset. Each of these components are described in greater detail below, but functionally operate as a single umbrella system. **CLAIMS 3 Mainframe:** CLAIMS 3 MF supports and maintains casework for applications and petitions for benefits by aliens. Additionally, CLAIMS 3 MF facilitates the adjudication and notification process for the examinations program. CLAIMS 3 MF also serves as the repository for all data processed in the CLAIMS 3 LAN systems at the four Service Centers, the National Benefits Center, the Administrative Appeals Office, and the Baltimore District Office through daily batch runs. The adjudication system in CLAIMS 3 MF has two primary components: an online data entry and adjudication system, and a system of batch runs on an inquiry/update system, which extracts and reports data and provides interfaces with other systems. CLAIMS 3 MF also includes MFAS. **CLAIMS 3 LAN:** CLAIMS 3 LAN provides USCIS with a decentralized and geographically dispersed LAN-based mission support case management system, with participation in the centralized CLAIMS MF data repository. Originally developed to track the receipting of applicant/petitioner remittances and to produce notices documenting the remittance, CLAIMS 3 LAN functionality now includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, Application Support Center image capture, and production statistics, and status updates. CLAIMS 3 LAN uploads daily case-transaction data to the CLAIMS 3 MF (the central repository for CLAIMS 3 case data). The CLAIMS MF distributes CLAIMS 3 LAN information across other DHS and non- DHS systems. Customer Relationship Interface System Interface provides capacity to respond to public inquiries by automating specific types of database lookups that would have required operator assistance. Family Based Adjustment of Status Interface provides automated ingestion into CLAIMS 3 LAN from fee receipting performed by Lockbox. RAPS Employment Authorization Document System sends Employment Authorization Document requests from RAPS to the Nebraska Service Center for processing. Automated Premium Processing E-mail System prepares and sends e-mail messages to customers that filed premium processing applications. The I-512L utility prints advance parole documents based on adjudicated cases within CLAIMS 3 LAN. Enterprise Print Manager System interfaces with the ESB to provide centralized notice

	production for USCIS at an enterprise level. Data in CLAIMS 3 LAN in NBC can also be made available for the District Offices to access and update via the Interim Case Management System (ICMS). To support CLAIMS 3 deferred maintenance, CLAIMS 3 program optimization is required to reengineer CLAIMS 3 to implement security hardness and privacy optimization, re-host the CLAIMS 3 application, and migrate affected CLAIMS 3 database(s) to remediate outstanding security deficiencies, such as Certification and Accreditation (C&A), and various audits of CLAIMS 3 are completed.
CLAIMS 3 Objectives	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2012 • Correct all Section 508 issues by end of FY2013 • Develop EPMS in conjunction with TPO release schedule • Transition to Transformation Program Office (TPO) solution by FY2016 The objectives for the CLAIMS 3 MF are as follows: • Migrate to a DHS data center by end of FY2011 • Correct known systems issues • Update business rules as needed for legislative, policy, or regulation changes
CLAIMS 3 Coordination	CLAIMS 3 Development team will need to coordinate with the Enterprise Service Bus (ESB) team, Service Center Operations (SCOPS) Directorate, Field Operations Directorate, Enterprise Services Directorate, and Office of Intake and Document Production. The Contractor shall be required to coordinate with the following external agencies: CBP, ICE, OIS, DHS HQ, GAO, OIG, and DoS. It is envisioned that CLAIMS 3 LAN will be subsumed by USCIS TPO solution by FY2016. CLAISM3 LAN team must support and collaborate with the TPO team as needed.
CLAIMS 3 Maintenance Requirements	In addition to performing maintenance actions to meet the objectives described above, the Contractor shall perform sustainment activities on CLAIMS 3 using Pervasive SQL and/or other USCIS and DHS-approved tools. The Contractor shall assist with system operations and upgrade support, which includes preparation and participation in upgrades that affect the CLAIMS 3 server operating system, database management system, and/or server hardware. Upgrades typically occur two to three times per year. The Contractor shall be required to have a database administrator to maintain both the logical and physical models of the database and maintain the data dictionary. Congressional mandates and policies impacting CLAIMS 3 are possible within the scope of this SOW. The Contractor shall make required modification to CLAIMS 3 LAN to support law or rule, as directed by USCIS.
CLAIMS 3 Application User Support	The Contractor shall provide on-site network and application support at the Administrative Appeals Office and Baltimore District Office. The Contractor shall provide dedicated on-site support between 8:00am and 8:00pm EST to be shared primarily between these two sites and secondarily among the 4-Service Centers and NBC.

Computer-Linked Application Information Management System 4 (CLAIMS 4)

CLAIMS 4 Project	Computer-Linked Application Information Management System 4 (CLAIMS 4) is the primary case processing system for the adjudication of applications for naturalization (N-400). Initially developed and deployed over a 5-year period (from October 1995 to December 2000), CLAIMS 4 is currently operational at 98 locations nationwide (four Service Centers, the National Benefits Center, 88 Field Offices, four overseas Field Offices and Headquarters) and offers a standardized automated process for adjudicating naturalization and citizenship applications. Computer-Linked Application Information Management System 4 is a multi-tier client/server workflow management system designed to: • Support high-volume processing of naturalization applications received by USCIS at the JP Morgan Chase Lockbox facility • Capture fee information from the lockbox for financial record control • Support and record the results of the adjudication of each application • Provide case status to applicants (customers) throughout the period of case processing • Provide primary case processing for the adjudication of applications for naturalization (N-400) • Improve USCIS fee and fund accountability by utilizing the lockbox • Provide automatic scheduling for fingerprints, interviews, and oath ceremonies. Computer-Linked Application Information Management System 4 software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling. The Computer-Linked Application Information Management System 4 application has initially been divided into modules, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamically linked library (DLL). The Computer-Linked Application Information Management System 4 modules include the following: • Receipting • Adjudication • Batch Status Update (BSU) • Case Status • Case Management (CM) • Scheduler/Batch Scheduler • Notices • Reports • Oath Ceremony Management (formerly DocProd) • System Maintenance • External Interface

	• Workflow Admin These modules were designed to be stand-alone components that do not require support from the other subsystems for execution and are launched from the main switchboard. Some of the components provide both a graphical user interface (GUI) and a public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface provides functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for execution.
CLAIMS 4 Objectives	The primary objective of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization, N336, N600, N565, and N470, applications; including the receipting, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extendible and scalable, with a view to accommodating processing of other DHS benefits applications in the future.
CLAIMS 4 Coordination	The Contractor shall coordinate with Lockbox, Enterprise Service Bus (ESB), Re-Engineered Naturalization Application Casework System (RNACS), Customer Relationship Interface System (CRIS), National File Tracking System (NFTS), Benefits Biometrics Support System (BBSS), CIS, FD-258 Enterprise Edition (EE), Site Profile System (SPS), Refugees, Asylum, and Parole System (RAPS), and Enterprise Citizenship Immigration Centralized Operational Repository (eCISCOR) teams if the work performed is related to one of the interfaces. Coordination with the business owner, OFO, through OIT, will be required.
CLAIMS 4 Operational Support Requirements	The Contractor shall investigate and report all problems with the operation of the CLAIMS 4 system on a daily basis to the Government IT PM and other key stakeholders. The Contractor shall provide administrative operations support for the CLAIMS 4 Windows NT and/or Windows XX servers (as applicable) on the DHS LAN and related subsystems, workstations, and peripherals. The Contractor shall provide Windows NT and/or Windows XX (as applicable) support and administration services to the field (including DHS USCIS Service Centers, and Regional and District Offices) for approximately 188 Windows NT and/or Windows XX (as applicable) CLAIMS 4 servers. The Contractor shall provide CLAIMS 4 support to DHS Headquarters Windows NT and/or Windows XX (as applicable) server domain, which involves approximately 50 desktops that require CLAIMS 4 manual installations (assume 42 CLAIMS 4 installs per year requiring 4 hours for each machine). The Contractor shall provide on-site support for new CLAIMS 4 site installation (assume 2 new sites and site moves per year, and a 2-person team for each installation, 2-weeks per installation, including travel).
CLAIMS 4 Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CLAIMS 4 application to malfunction. The principal areas of software maintenance include the CLAIMS 4 software scripts which are operational on any of the platforms in the multi-tier configuration; requirements gathering to support software maintenance and interfaces with other applications; and create and modify Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS citizenship processes, as

	applicable. The Contractor shall work with the Government IT PM to address the following: • Mitigate the risks of an aging application infrastructure • Meet the business current/emerging requirements • Revise CLAIMS 4 architecture to n-tiered solution (eliminating the workflow servers) • Utilize Integrated Operating Environment (IOE) services via Enterprise Service Bus (ESB) • Address 508 deficiencies • Migrate to .Net framework • Support migration of application to a DHS data center • Integrate with ArcSight security suite The Contractor shall maintain both the logical and physical models of the database; maintain the data dictionary; and maintain data integrity.
CLAIMS 4 Application User Support	The Contractor shall provide CLAIMS 4 training to the appropriate USCIS employees, and regions/offices via a Web-based tutorial delivered through WebEx and CBT. The Contractor shall also provide instructor-led training in the form of train-the-trainer training. The Contractor shall provide at least 24 sessions a year. The duration of the session could vary based on the complexity of the training; generally lasting between two days and a week. The Contractor shall modify the exiting textual training materials as the application changes. All changes made to the textual training materials must be duplicated in the web-based tutorial. The Contractor shall perform periodic database clean-up of the CLAIMS 4 training database in support of on-going end-user training classes.

FD 258 Mainframe (FD258 MF)

Project	The FD 258 Mainframe (FD 258 MF) Fingerprint Tracking System was established to meet the need of the Department of Homeland Security (DHS) to track fingerprint information, to and from, the Federal Bureau of Investigation (FBI). FD 258 MF maintains information on individual applicants fingerprint status. Each record contains applicant information that was sent to the FBI, such as name, birth date and other genetic biometric/biological data, as well as date fingerprinted and date sent to FBI. The records also contain information received from the FBI such as, FBI process date, FBI search result and other information. FD 258 MF processes about 7,000 "send" record transactions per day and about 7,000 "response" record transactions per day. Historical transactional numbers are subject to change. FD 258 MF has two primary components: an online data inquiry system, and a system of batch runs. The batch system accepts and processes data from the Integrated Automated Fingerprint Information System (IAFIS) via the FD 258 Enterprise Edition system, as well as produces reports and provides interfaces with other systems. The FD 258 MF was created in order to: • Effectively serve the adjudication needs of USCIS personnel tracking applicant fingerprint status and results. • Effectively serve the management needs of USCIS Headquarters personnel concerned with database statistical information. • Provide the capability of satisfying the DHS National Quality Procedures (NQP) via Control Number display. • Provide daily reports to USCIS field office personnel via Remote Online Print Executive System (ROPES), on all daily database activity. The Contractor shall perform reconciliation functions between the fingerprint information contained in the FD 258 Mainframe and DHS' IAFIS on up to 2 million records per year via batch process. The Contractor shall purge and archive up to 5 million fingerprint records, via a batch process, from the system in the first year. The Contractor shall correct up to 250,000 fingerprint records within the system per year (approximately 70% of these will be done via batch process and the remaining 30% will be done manually). The Contractor shall identify up to 100,000 fingerprint records, without FBI responses, per year via batch process.
Objectives	The FD 258 Mainframe may be decommissioned at the end of FY11. There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
Coordination	This application interfaces with other DHS/USCIS applications (CLAIMS 3 LAN, CLAIMS 4, RAPS, RNACS, and FD258EE).
Maintenance Requirements	The Contractor shall perform minor corrective action periodically, such as repair a Job Control Language logic error.

Interim Case Management Solution (ICMS)	
ICMS Project	The Interim Case Management Solution (ICMS) allows USCIS to efficiently and accurately adjudicate immigration benefit applications by providing a case management system that assists staff that manages forms, fee receipting, and pre-processing. Interim Case Management Solution was launched in June of 2004, as a web-based interface between CLAIMS 3 and District Offices. Interim Case Management Solution makes family-based I-485 and related forms available to District Offices. District Officers can enter pertinent adjudications information via the Intranet in real-time and update applications via the Intranet with the final adjudication data into CLAIMS 3 LAN, which then updates CLAIMS 3 Mainframe and other systems. The interim solution is to provide benefit processing of family-based I-485 and related forms using ICMS. The Interim Case Management Solution workflow allows users at the Application Support Centers and District Offices the ability to view and manage case information as it is received. Information from the applicant, via the National Benefits Center, Application Support Centers, and the National Customer Service Center will be aggregated into the CLAIMS 3 database and made available via a concise user interface enabling the Application Support Centers and District users to not only adjudicate the application faster, but with more reliable and accurate data. The Interim Case Management Solution consists of Windows XP standard client with Resin web server on Windows 2003 Enterprise Edition Server. The web application server is a Dell 2650 with 8 GHz Xeon Processors, 4 GB RAM, Intel Pro 1000 NIC, 5x36 GB drives (raid 1+5) and Resin 3.0.23.
ICMS Objectives	Currently, all District, Sub, Satellite Offices, and Application Support Centers use ICMS to adjudicate cases. The long-term goal is to adopt an enterprise case management system to process applications and petitions for all benefits issued by USCIS. The Transformation Program Office is currently tasked with developing an enterprise case management system.
ICMS Coordination	The Contractor shall coordinate with the CLAIMS 3 sustainment team on CLAIMS 3 database issues or problems and provide solutions to modify or correct the database. When there are ICMS releases, the Contractor shall coordinate with the CLAIMS 3 sustainment team to ensure ICMS contains the same functionality as CLAIMS 3.
ICMS Maintenance Requirements	The Contractor shall perform sustainment activities to ensure staff can utilize ICMS to include ICMS software and compatibility with Web services.

InfoPass	
InfoPass Project	InfoPass is an Internet-based system that allows USCIS customers to make an appointment with an Immigration Information Officer (IIO). The primary function of InfoPass is to allow all customers to schedule appointments and allow USCIS to track scheduling information for individuals applying for benefits. InfoPass provides functionality to define and manage resources available for scheduling and manage appointments. InfoPass was originally developed at the Miami District Office in April of 2004, in response to long lines of customers waiting to meet with IIOs. After its success in Miami, the USCIS Director determined that InfoPass should be extended to all USCIS District Offices and USCIS sub-offices nationwide. On average, InfoPass gets about 19,500 Internet page visits each day and schedules appointments for about 6,000 applicants daily for a variety of appointment types. System users consist of the general public and USCIS authorized personnel. The general public is able to schedule appointments to obtain information. Within a few clicks, a customer can log into InfoPass, determine their appointment type, schedule their appointment, and print an appointment notice. Authorized users have access to InfoPass to add, modify, and review appointment schedules; complete check-in/check-out of applicants; and cancel appointments. InfoPass is accessible via the Internet and through kiosks located at selected USCIS Field Offices. There are 119 InfoPass kiosks in 76 field sites throughout the country. The InfoPass operating system is Linux, the web server is Apache and the database is MySQL. The load balancer is also Linux, with virtual server extensions. InfoPass kiosks are currently configured with Microsoft Windows XP SP2 and Internet Explorer 6.0.
InfoPass Objectives	The Field Operations Directorate will work with the Information and Customer Service Division (ICSD) and the Contractor to ensure adaptive and relevance maintenance occurs in order to keep the kiosks and InfoPass current and meaningful to the users.
InfoPass Coordination	InfoPass is considered a 'stand-alone' application and does not require coordination with other systems. However, coordination with the parties responsible for the kiosk maintenance and deployment will be required. InfoPass also contains an Intranet component and close attention to changes within the USCIS Intranet is required.
InfoPass Maintenance Requirements	The Contractor shall support the incorporation of queries against the InfoPass database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports that are requested from time-to-time by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support the continued function and future expansion of InfoPass. This support may include: • The addition or removal of language types • The addition or removal of service groups • The revision of zip code assignments for regional offices • The update of monthly USPS zip codes • Coordination with parties responsible for the maintenance and further deployment of kiosks Additionally, InfoPass is currently undergoing development for its next release which is set to include Section 508 compliance corrections as

	well as an Authority to Operate (ATO) required security changes. The contractor will be required to support this ongoing effort and ensure that the release complies with the established scope.

Reengineered Naturalization Casework System (RNACS)	
RNACS Project	The Reengineered Naturalization Casework System (RNACS) was established to meet the information and case management needs of USCIS staff in headquarters, service processing centers, and the Citizenship Branch in district and regional offices. The Reengineered Naturalization Casework System tracks applicants through the naturalization (N400) and citizenship (N600) process from initial data entry through issuance of citizenship/naturalization documents. It also tracks and processes applications for replacement certificates (N565). RNACS maintains a status history of all significant case updates, schedules cases for examinations and oath ceremonies, and produces correspondence to applicants and their representatives. Mailers are produced to inform those applicants and representatives of scheduled appointments and of decisions made in regards to the case. The system produces a variety of both scheduled and on-demand statistical and management reports. RNACS has two primary components: an online data entry system, and a system of batch programs, which processes casework, extracts data and produces reports, and supports interfaces with other systems. The current RNACS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages. RNACS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
RNACS Objectives	The objective is to retire the system and include the functionality in Computer-Linked Application Information Management System (CLAIMS 4)
RNACS Coordination	Coordination with the business owner, Office of Field Operations, through OIT, will be required.
RNACS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.
RNACS Application User Support	Perform periodic database clean-up of the RNACS training environment in support of on-going end-user training classes.

Fraud Detection and National Security

Fraud Detection and National Security Data System (FDNS-DS)	
FDNS-DS Project	The Fraud Detection and National Security Data System (FDNS-DS) was designed and developed as the case management 'system of record' to record, track and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving immigration benefit fraud, national security concerns and egregious public safety activity in support of the Office of Fraud Detection and National Security (FDNS) Directorate's mission. Fraud assessments and background checks are required, by statutory and regulatory requirements, for all applications or petitions filed with USCIS. Benefits cannot be issued until background checks are complete. The information provided by FDNS-DS is essential in conducting background checks. FDNS-DS currently supports approximately 1,000 end-users. The Fraud Detection and National Security Data System is a browser-based application implemented using the Siebel 7.7 Public Sector and Siebel Analytics COTS product suite with Actuate Reporting capabilities. The backend database is Oracle 9i. The application is currently hosted on Windows 2003 Enterprise Server running on Dell Servers at a Government data center. The current suite of COTS products to be supported include Siebel Public Sector Case Management, Siebel Analytics, Informatica Powercenter, Oracle 9i, Actuate, Windows 2003 for the Oracle Database Server, Siebel servers on Windows 2003 Operating System, and Microsoft IIS Web Server.
FDNS-DS Objectives	In 2004 USCIS, established FDNS to address a weakness in addressing potential threats to the legal immigration system due to fraud and/or national security concerns. The Office of Fraud Detection and National Security's primary mission is to detect, deter, and combat immigration benefit fraud and to strengthen USCIS efforts aimed at ensuring benefits are not granted to persons who threaten national security or public safety. As part of the USCIS Transformation Program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Integrated Operating Environment (IOE) as part of the Fraud and National Security Case Management (FNS-CM) module. Migration of all FDNS-DS data is required to support FNS-CM development and deployment. FDNS-DS and the IOE FNS-CM will run in parallel for a finite period of time until FDNS-DS can be dispositioned. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to Known Errors will be made to FDNS-DS based on business requirements.

FDNS-DS Coordination	The Contractor must proactively coordinate all activities associated with, but not limited to, the following programs and projects: • Integrated Operating Environment (IOE) – support FDNS-DS data migration into the IOE; current system design and configuration; business reporting requirements; materialized view design and maintenance. • Citizenship and Immigration Services Common Operational Repository (CISCOR) to input CLAIMS-3 data into FDNS-DS – maintain the data exchange and ETL processes associated with this system-to-system interconnection. • Enterprise Performance Assessment System (ePAS) – design, develop, and maintain the data exchange of FDNS-DS data into ePAS • Legacy USCIS Systems - coordinate all required data exchanges with USCIS legacy systems (eg. CLAIMS 4, NFTS, etc.) • Reporting Requirements – coordinated and support all recurring and adhoc data extracts and reports in support of FDNS analysis and reporting requirements. • IT Security – support all IT security remediation and actions to include but not limited to the testing and installation of security patches.
FDNS-DS Operational Support Requirements	The Fraud Detection and National Security Data System's system and database administration support is provided by USCIS OIT staff located at a Government data center. Data center staff (as opposed to the Contractor), performs server administration and maintenance activities such as backup and recovery operations, OS patch installation, and Windows operating system support for the production, development, and test/training environments. The data center staff also provide Oracle database creation from contractor supplied "as built" documents as well as and standard database patching and maintenance activities, and server performance monitoring for the production environment. The data center staff is also responsible for new hardware installation and implementation of configuration design. The Contractor's operational support requirements shall not, therefore, include system and database administration in either the production or engineering environments for FDNS-DS. Contractor support is required for database design specification and "as built" document creation which the data center support staff would use to create or modify the databases. The Contractor would have DBA access to the engineering environment databases for the propose of designing and constructing databases necessary to arrive at the proper configuration to push forward. Data center support for the engineering databases would be limited to initial default or as built driven database creation, standard patching, and O&M support. The Contractor is responsible for FDNS-DS account creation and maintenance. Maintenance of user accounts includes, but is not limited to, maintaining users' position(s) with the FDNS organizational hierarchy that is the catalyst for performance reporting. The Contractor shall provide FDNS-DS analytic capabilities provided by the Oracle Business Intelligence Suite Enterprise Edition (OBIEE). The Oracle Business Intelligence Suite Enterprise Edition is the tool within FDNS-DS that supports performance management metrics analysis & reporting, ad hoc queries, and HQ and Field report development and publishing. In addition, the Contractor must provide O&M on all existing and development of new Subject Areas and Materialized Views in support of business requirements.
FDNS-DS Maintenance Requirements	Maintenance actions that will most likely occur within the contract scope of work include, but are not limited to Siebel and Oracle upgrades.
FDNS-DS Application User Support	The Contractor shall coordinate with the FDNS-DS system and database administrators to ensure that the FDNS-DS training environment mirrors the current production environment.

Intake and Document Production

Electronic Filing (E-Filing)	
E-Filing Project	Electronic Filing (E-Filing) is the USCIS system that supports filing and submission of an electronic petition or application for immigration benefits using the Internet. Electronic Filing consists of two components: a front-end that collects the application and payment data, and a back-end that receives the collected information and distributes the data to the appropriate USCIS locations. Currently, the following applications and petitions may be submitted through E-Filing: • Form I-90, Application to Replace Permanent Resident Card • Form I-129, Petition for a Nonimmigrant Worker (Except for H-1B) • Form I-129S, Nonimmigrant Petition Based on Blanket L Petition • Form I-131, Application for Travel Document • Form I-140, Immigrant Petition for Alien Worker • Form I-539, Application to Extend/Change Nonimmigrant Status • Form I-765, Application for Employment Authorization • Form I-821, Application for Temporary Protected Status • Form I-907, Request for Premium Processing Service Additional applications and petitions will be made available for E-Filing in the future. Electronic Filing is currently located at the Department of Justice Data Center. The architecture of e-filing consists of two load-balanced Internet servers (Dell Poweredge 2950's), two load balanced Intranet servers (Dell Poweredge 2850's), two load balanced application servers (Dell Poweredge 2950's) and 2 IBM 7026 database servers.
E-Filing Objectives	The primary objective of E-Filing is to provide the customer with the ability to electronically submit benefit applications, conveniently take online payments and process these payments in a timely and accurate manner. Electronic Filing must provide the most current form types as determined by USCIS and maintain the relationship with Pay.gov for transaction processing. Additionally, E-Filing must ensure that the database is clean and accurate and capable of generating usage reports as needed. Electronic Filing software must be maintained so that it is scalable and flexible. New forms may be added, existing forms may be changed, and/or closer integration with other USCIS applications and/or operating environments may be requested.

E-Filing Coordination	Electronic Filing is an integrated application that communicates data with other separate applications. Below is the list of applications and systems with which E-Filing shares data: • Biometric Benefits Support System (BBSS) • Application Support Center (ASC) Biometric System • CLAIMS3 LAN • Enterprise Service Bus (ESB) Coordination with the above-referenced applications teams shall be required. Electronic Filing also interfaces with Pay.gov, a website coordinated by the Financial Management Service of the Department of Treasury that processes online payments for E-Filing.
E-Filing Maintenance Requirements	Electronic Filing is currently migrating to a new data center. The contractor shall be responsible for providing technical and logistical support to OIT, including the transitioning of the application to a virtualized environment, upgrading the database from Oracle 9i to Oracle 11g, testing application interdependencies, firewall rule support, and deployment support. The Contractor shall support the incorporation of queries against the E-Filing database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports as needed that are requested by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support planned adaptive and relevance maintenance actions, which may include adding new benefit types, adding new forms, and/or adding new user functionality. Future maintenance requirements may include: • Capability for applications and petitions to be filed electronically • Capability for electronic fee payment • Providing an electronic receipt of fee payment and application submission • Capability for USCIS to receive the application and fee payment data electronically • Capability for tracking the status of each e-filed form throughout the process • Capability for passing data to the C3 LAN system electronically • Capability for receiving bounced fee information • Capability for capturing and matching digital biometrics The Contractor shall also provide integration support for the Transformation Program Office (TPO) mission as determined by USCIS OIT. This includes, but is not limited to: transitioning form processing from E-Filing to the TPO Integrated Operating Environment (IOE) or similar enterprise interface, and the coordination of the transfer of external connections from E-Filing to IOE or similar enterprise interface as directed by TPO.

Integrated Card Production System (ICPS)	
ICPS Project	The Integrated Card Production System (ICPS) is a suite of related systems that include the Integrated Card Production System Print Services (ICPS-PS), the National Production System, (NPS), National Production System Web (NPS Web), and Secure Mail Initiative (SMI). The Integrated Card Production System is an automated benefit card packaging and routing system that supports USCIS examinations tasks. The Integrated Card Production System polls the Computer-Linked Application Information Management System 3 LAN (CLAIMS 3.0 LAN) database for benefit card print requests (CPR). Once a request has been found, ICPS-PS bundles all the biographic data and biometrics associated with the applicant for whom the print request was made. The data for the CPR is then routed through NPS and sent on for printing. The data populates an Oracle database and is then routed through the NPS and sent on for printing. Once the card has been printed, the results are sent back through the ICPS-PS for updating in the CLAIMS 3 LAN databases. Cards that are currently printed via the ICPS-PS/NPS workflow process are the Employment Authorization Document and Permanent Resident Card. The National Production System acts as a management system to centrally monitor and control CPR files from CLAIMS 3 LAN and ICPS-PS. By consolidating print requests for a particular card type from the Service Centers a given printer can focus on producing a single card type, minimizing the need to switch the printer to another card type during the business day. The architecture of NPS is based upon centralized collection and redistribution of print requests from the Service Centers and other systems. The current ICPS-PS in the Service Center continues to produce CPR files. However, instead of each ICPS print services system independently determining a print location, the CPR files are sent across the existing DHS Wide Area Network (WAN) to a central collection point, the NPS. Here they are examined to determine what type of cards they represent, temporarily stored on the NPS system, and distributed to a printer via a scheduling routine. NPS saves information about each card, including its originating site and application identifier, long enough to allow for recovery. NPS also has a Web component that is used by DHS and Service Center personnel to monitor system performance, set key operating parameters, produce reports, and manage the central NPS application. Secure Mail Initiative allows USCIS to track secure identity documents from production through delivery, combining the USCIS secure identity documentation system with an automatic version of delivery confirmation from the U.S. Postal Service. Information regarding the mail status of secure documents will be available to all USCIS customers through the USCIS National Customer Service Center and on the Internet via USCIS' Case Status Online system. Secure Mail Initiative uses an MS-SQL server and Ipswitch WS-FTP technologies. Information is uploaded to the U.S. Postal Service from production facilities daily and SMI periodically downloads data from U.S. Postal Service. It supports a web-based user interface for USCIS customer service staff and Service Center staff.

ICPS Objectives	The Integrated Card Production system will support the Transformation Program Office (TPO) effort, which will result in the modification of ICPS and its subsystems as USCIS transitions to paperless customer-focused processing. The Secure Mail Initiative will support TPO as well, and in the future provide more updates to Case Status On-line. Likewise, SMI must be configured to create and maintain the delivery confirmation number used with the U.S. Postal Service. The Secure Mail Initiative will also be transitioned to a DHS Data Center by FY2013.
ICPS Coordination	The Integrated Card Production System interfaces with CLAIMS 3 LAN, the Customer Relationship Interface System (CRIS), the U.S. Postal Service, and the Enterprise Service Bus (ESB). The Contractor will be required to coordinate activities with the Office of Intake and Document Production, Service Center Operations Directorate, Enterprise Services Directorate, and the Transformation Program Office, all at USCIS.
ICPS Maintenance Requirements	The Contractor shall adapt ICPS as needed to meet USCIS Transformation needs. It is expected that the Contractor shall modify SMI to create and maintain the delivery confirmation number as well as to interface with the TPO system.

Office of Communications

Customer Service Web Portal (CSWP)	
CSWP Project	The purpose of the Customer Service Web Portal is to provide a content management portal for the USCIS Office of Communications (OCOMM) and their communications with the public, while at the same time increasing USCIS business production; improving customer service; and increasing the quality, accuracy, and consistency in the determination of USCIS benefits eligibility. Portal technology has enabled content management efficiencies by consolidating informational, educational, and instructional immigration content at one site: USCIS.gov. This has reduced or eliminated the need to publish content on multiple independent sites across the organization. The Customer Service Web Portal currently uses the OpenText/Vignette platform of tools, which includes: Vignette Content Management, Vignette Application Platform, Autonomy (for search capabilities), Collaboration, Community Applications, and Dialog. The Web Services Branch is actively working with DHS and the OCOMM to examine potential replacement tools, focusing primarily on open source technologies. To meet business needs, a significant amount of custom Java coding has been done. This coding is based on defined, approved business requirements. The Customer Service Web Portal utilizes an Oracle database, runs on JBOSS, and interfaces with Akamai technologies for site protection and acceleration. Additional leveraging technologies and services include: GovDelivery, ForeSee Results, and Accenture Maxamine for metrics reporting. The hardware at origin is Sun-based server environment.
CSWP Objectives	The Contractor shall be responsible for sustainment of the current CSWP system and for the development of new capabilities as identified through relevance and adaptive maintenance requirements supplied by the Government. Federal resources, in this case the Web Services Branch, shall be ultimately responsible for managing the Contractor's work, developing additional requirements, and confirming the requirements through testing. The Contractor will supply technical development resources and shall be expected to support Web Services in completing non-coding related tasks. The Customer Service Web Portal content is the sole responsibility of the USCIS OCOMM. The Contractor shall not be responsible for creation of site content. The Contractor's role is limited to developing and supporting functionality to assist in OCOMM's content management needs, and in the business needs identified by the Government IT PM.
CSWP Coordination	The Customer Service Web Portal sustainment effort will require technical and programmatic coordination activities among OIT's Web Services Branch (in their role as managers of the technical solution), the USCIS OCOMM (in their role as the system business owner and primary content managers), OIT's Enterprise Infrastructure Division (in their role as managers of the USCIS infrastructure), the USCIS Transformation Program Office, and the various USCIS business owners requiring functionality to be implemented through CSWP. Currently, CSWP only interfaces with FIPS, which is managed by the USCIS National Security and Record Verification office. Additional interfaces may be required of CSWP as business requirements continue to evolve.
CSWP	The Contractor shall support the analysis of content to include broken links, duplicate files, spelling, language, adherence to standards, usage,

Maintenance Requirements	and adherence to best practices. In order to support content publishing, the Contractor shall support requests for immediate publishing which may involve clearing cache or expediting workflow queues. The Contractor shall take steps to improve system performance to meet established service levels. The contractor shall support the IT PM in creating reports describing Portal usage statistics. The contractor should expect to support any technical issues that arise with CSWP. This will involve supporting the Government IT PM in dealing with USCIS infrastructure resources, USCIS OCOMM, and other USCIS business owners as dictated by the business requirements. This will always include supporting Government IT PM and/or ISSO in all security reviews, assessments and documentation needs.
CSWP Application User Support	The Contractor shall provide CSWP training to the content management team and other interested parties; generally not to exceed twice per month. The Contractor shall support the maintenance of training materials and presentations.

Office of Information Technology

Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	
eCISCOR Project	The Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) operational data store is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires the implementation of new strategies, systems, and initiatives to support the various benefits application processes. Enterprise Citizenship & Immigrant Services Centralized Operational Repository is the first phase in building a USCIS data warehouse. The first step is to build an operational data store with limited transformation. In the second step, the data are fully transformed and integrated into a single data model within the structure of an approved data warehouse. Enterprise Citizenship & Immigrant Services Centralized Operational Repository will assume the role of an operational data store by incorporating data from nine of the USCIS primary databases, each being delivered as distinct releases to ensure that the data from each of nine source systems is represented in production as soon as possible. In addition, the eCISCOR operational data store can be used as the final migration data source for storing legacy data as part of a legacy decommission strategy. Release 1 of eCISCOR was developed by the USCIS OIT Data Interchange and Interoperability Branch (DIIB). Enterprise Citizenship & Immigrant Services Centralized Operational Repository is an Oracle 11g database that is located at a USCIS data center. All hardware and the production and staging database will be maintained and supported by the data center support team. The Contractor shall support the Informatica Extract, Transform, and Load (ETL) product that is used to populate the eCISCOR operational data store.
eCISCOR Objectives	Enterprise Citizenship & Immigrant Services Centralized Operational Repository is sponsored by the USCIS CIO and provides a common platform for USCIS end users to access and report on detailed and summarized transaction data replicated from USCIS and other external applications. The eCISCOR solution provides a cumulative view of legacy encounter-based (e.g., form-based) systems and will also provide limited person-centric query capability.
eCISCOR Coordination	Enterprise Citizenship & Immigrant Services Centralized Operational Repository will serve as a back-end repository for the USCIS-sponsored reporting application, Standard Management and Analysis Reporting Tool (SMART). Enterprise Citizenship & Immigrant Services Centralized Operational Repository will also connect with the TPO solution to pass legacy data as well as store new transactional data. A similar relationship exists between eCISCOR and Validation Instrument for Business Enterprises (VIBE). Enterprise Citizenship & Immigrant Services Centralized Operational Repository also passes a subset of data to the Immigration & Customs Enforcement (ICE) in support of the ICE Intelligence Decision Support ICE Pattern Analysis Information Collection (IIDS ICEPIC) initiative.
eCISCOR Operational Support Requirements	In concert with OIT Enterprise Architecture staff, the eCISCOR IT PM, and OIT Infrastructure Division, the Contractor shall analyze system performance and capacity utilization in order to develop recommendations for improvements. This shall include performance monitoring, and analysis and tuning of system components. The USCIS OIT and its data center support team will perform eCISCOR Unix and Windows server systems administration functions for the

	production and engineering environments (test and development). The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling to accommodate applications or processes running in the production or engineering environments that are outside of the normal baseline. The USCIS OIT Infrastructure Division and data center support team will perform eCISCOR basic database administration functions such as installation, creation of new schemas, tuning, the exportation or importation of data and running of database backups for the production environments. The OIT DIIB will provide all higher level database administration. The Contractor shall coordinate with the data center team and the OIT DIIB on any issues requiring special handling to accommodate applications or processes running in the engineering environments that are outside of basic database administration functions such as installation, tuning and the running of database backups which will be handled by USCIS OIT Infrastructure Division and data center support team. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes the support of installation in the Production environments, installation, configuration, and development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. The Government estimates one Full Time Employee (FTE) is required for the support of Informatica.
eCISCOR Maintenance Requirements	Enterprise Citizenship & Immigrant Services Centralized Operational Repository sustainment requires the Contractor to provide technical and programmatic coordination activities with the OIT data center support team and DIIB. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes installation and the support of installation in the Production environments, configuration, development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. Currently the eCISCOR standard maintenance window is every Sunday 6:00pm – mid-night. The USCIS data center support team and the Contractor shall provide support for monitoring Informatica production environment Workflows and all components pertaining to Informatica in eCISCOR production.

Kovair	
Kovair Project	Kovair Global Lifecycle version 6.0 is an enterprise level web-based Application Lifecycle Management (ALM) tool that USCIS OIT uses for requirements management. Kovair Global Lifecycle has the capability to provide lifecycle management functions for numerous systems engineering and services support functions, such as issue, test case, risk, task, and time management, as well as problem, defect, incident, and change management. The requirements function is the only Kovair entity currently implemented. It is used to manage the requirements of various USCIS applications, but has only been implemented in a pilot mode. Full enterprise rollout has not yet occurred. Kovair provides the capability to create custom entities, and a use case entity is currently being considered. Kovair Global Lifecycle has a built-in task-based process automation engine with a visual designer that allows multiple parallel paths. The process engine is used in the Kovair requirements management entity to route USCIS requirements for edit, comment, quality assurance, and approval based on roles. The Kovair implementation at USCIS is comprised of a production suite, a test suite, and a development suite. The development and test environments reside at a USCIS data center and are accessed remotely via Citrix. The Kovair application server consists of Windows Server 2003 SP2, Internet Information Server 6, Kovair 6.0, third party applications, and user licenses. The database server consists of Windows Server 2003 SP2, Internet Information Server 6, and SQL Server 2005 Enterprise SP3.
Kovair Objectives	Kovair ensures a single Government-owned and managed repository exists for application requirements. As applications move to the O&M phase, less risk is introduced if the requirements and their history are visible and known to the Sustainment Program. USCIS is still assessing Kovair for its applicability to the USCIS IT environment, and in the short term plans to pilot a use case entity with adaptors to input use data from Requisite Pro. Based on the results of the pilot, additional Kovair entities may be created.
Kovair Coordination	The Contractor shall coordinate efforts with the Transformation Program Office, OIT, and other stakeholders to gather the correct data elements needed to transfer information into and from Kovair as needed, to present the data is a usable format, to establish workable workflows, and to connect and configure adaptors to other stand-alone application lifecycle management tools.
Kovair Maintenance Requirements	The Contractor shall maintain and extend Kovair as needed. The Contractor shall create new and/or modify existing entities (or modules) in Kovair as well as configure and/or modify adaptors that are used for the exchange of data between Kovair and other ALM tools. New Kovair entities shall be either created from scratch or they may be based on existing templates provided by the Kovair vendor. New entities may include, but are not limited to, functions such as use case, requirements change management, test case, risk management, and/or defect tracking. The Contractor shall migrate existing requirements, use case, test case, and other data into Kovair as needed. The Contractor shall create views, report templates, and other objects enabled in Kovair so that data can be sorted, arranged, presented, printed, reported, and exported in a manner deemed usable by the stakeholders.
Kovair User Application Support	The Contractor shall ensure a Kovair training environment and training database is created and maintained, along with training scenarios that pre-populated in the database that support Kovair instruction. The Contractor shall provide instruction in the use of the tool and all installed, used, and configured entities. The Contractor shall create user documentation including, but not limited to, user guides, quick reference, and training documentation.

Remedy

Remedy Project

USCIS has implemented BMC's Remedy v 7 products to support various teams within USCIS OIT. Remedy v7 provides USCIS with the following key features and benefits:

- Integrates Information Technology Infrastructure Library (ITIL) processes with service desk, incident, problem, change, asset, and service level management workflows
- Unifies ITIL processes with integration to systems management for proactive and continuous improvement of service quality
- Synchronizes processes around a single view of infrastructure and business dependencies with the Configuration Management Database (CMDB)
- Accelerates implementation of ITIL with deep workflow integration on a single platform, data model, and UI
- Enables outsourcers or enterprises to serve multiple customers with one server via a multi-tenant architecture

Remedy v7 is a commercial-off-the-shelf (COTS) product and has been implemented using recommended vendor guidelines for the application installations. Agency specific customizations have been made throughout the application and these are fully documented. Currently, the Incident, Knowledge Management, Service Request Management and Change Management Modules are deployed and in use. Other Remedy v7 components (Problem Management, Release Management, Asset Management, Service Level Management, & CMDB) have been installed as part of the base application but will not be available for use with Release 2.0.

Remedy Software includes:

System	Applications Installed	Purpose
System P550 (1) – Production Database	Oracle v10.2.03.0	Application Database
Database	Oracle Client v10g	Connection between application server and database
System P550 (1) – Replication Database	Oracle v10.2.03.0	Replication Database
	Oracle Client v10g	Connection between production database and replicated database
System P520 (1)	IBM Websphere IBM HTTP Server v 6.0.2.21 (Version 6, Refreshpack 2, Fixpack 21)	Web Server to support Mid Tier Application

		*IBM HTTP Server is based on Apache v 2.0.47	
	System P520 (1)	Remedy ARS v7.1.00 Patch 6	Primary Application Software – maintains connection to Oracle Client
	Remedy Application Software	Remedy Incident Management v 7.0.03	Vendor provided application for Incident Management
		Remedy Problem Management v 7.0.03	Vendor provided application for Problem Management
		Remedy Change Management v 7.0.03	Vendor provided application for Change Management
		Remedy Asset Management v 7.0.03	Vendor provided application for Asset Management
		Flashboards 7	Vendor provided application for Graphical Display of data
		Dashboard Application v7	Vendor provided application for Graphical Display of Change Management data
		Email Engine v7	Vendor provided application to send and receive email
		CMDB v 2.1 p5	Vendor provided application for CMDB (Configuration Management Database)
		SLM V7.1	Vendor provided application for Service Level Management
		Assignment Engine V7	Vendor provided application to perform automatic request assignments
		ITSM Help Application	Vendor provided application to facilitate online help of the application
		Windows 2003 Server	
	Remedy KMR Production	MySQL v5.0	Application Database – used only for application indexing – actual articles are not stored in the database
Remedy Objectives	The primary objective of Remedy is to provide an automated capability for OIT support teams and staff to place and work requests of all types. This includes changes, incidents, and requests (to include procurement). Within the next two years, the goal it to expand the Remedy Service to include problem management automation, as well as standing up a CMDB for Configuration Item (CI) tracking. This may include supporting BMC Discovery tool. Remedy will also expand to provide senior management insight into internal OIT processing by utilizing Remedy Dashboards.		

Remedy Coordination	The Contractor must proactively coordinate between multiple process owners to gain requirements and ensure that shared components within the tool are agreed to. The Contractor must be able to coordinate outages and maintenance with USCIS Service Desk, USCIS SNOC, and other support teams.
Remedy Maintenance Requirements	The Contractor shall support the Remedy maintenance requirements for all modules of the application environment and user access. The Government anticipates completing the follow types of sustainment maintenance for Remedy during the performance of this SOW: • Enhancements to support agency need across existing modules • Enhancements to support the needs of new and existing users • Support increase in volume of tickets • Enhancements to support different views and additional roles. • Expand Remedy functionalities to include canned and ad hoc reports • Support changes to ensure the application meets Section 508 requirements
Remedy User Application Support	The Contractor shall provide support to the Remedy training environments. The Contractor shall support user documentation including, but not limited to user guides, quick reference, and SELC documentation.

SAS	
SAS Project	Historically, each time a new USCIS system is developed, a new reporting mechanism is created. Current reporting and analytics capabilities are built into each particular system application creating numerous reporting and analytics mechanisms throughout the USCIS environment. These reporting and analytics mechanisms are created from both Commercial-off-the Shelf (COTS) and custom applications resulting in silos of reporting and analytics applications without an enterprise reporting tool standard. For most USCIS systems, the available report functions are either minimal or nonexistent. This is primarily due to tight timelines and budgets during the implementation cycle with reporting requirements typically being identified late in the implementation lifecycle. None of the existing systems contain truly flexible ad hoc reporting and analytics capabilities and to compensate for this, data are manually exported from each particular system into other software applications, such as MS Excel and MS Access, where additional manual effort is required to meet the agency's reporting needs. The result is a series of disparate and disconnected reporting systems. In early 2008, the USCIS OIT completed extensive market research, and documented results in a study titled, "Standard Management Analysis Reporting Tool (SMART) Business Intelligence Products Study". The primary objective of this study was to provide information on Enterprise Reporting COTS product assessment, evaluation and product recommendation for SMART that will meet both the current and future USCIS reporting needs. The assessment scope included product vendors from Actuate, Oracle, Cognos and SAS. USCIS has existing investment and has previously implemented reporting capabilities from all four product vendors with users within the agency.

	Based on information gathered from the USCIS stakeholders, product demonstrations, product functional and technical documentation, existing system documentation, market research and analysis, the product capability matrix, Voluntary Product Accessibility Templates (VPAT's) and cost with consideration for cost offsets from the existing investment; SAS was ultimately determined as a predictive modeling tool. SAS' strength is in the area of the robustness and maturity in Predictive Modeling.
	
	Currently, SAS is running on the Windows Server 2003 platform and being used by approximately 60 users in the Office of the Chief Financial Officer, Fraud Detection & National Security, and the Office of Performance and Quality.
	
	The SAS Business Intelligence platform as currently configured at USCIS consists of the following components:
	• Base SAS 9.2
	  o SAS/STAT
	  o SAS/CONNECT
	• SAS Information Map Studio
	• SAS Data Integration Studio
	• SAS OLAP Cube Studio
	• SAS Add-In for Microsoft Office (AMO)
	• SAS Enterprise Guide (individually licensed)
	• SAS Web Report Studio
	• SAS Web Delivery Portal

SAS Objectives	The objective for SAS is to provide predictive modeling results, specifically for the development of data integration and business intelligence solutions that will enable the following: • Consolidate and manage disparate data sources across the enterprise so that data becomes a valuable asset to drive decisions and create value in the organization • Provide standard and ad-hoc reporting capabilities across the organization • Provide a user-friendly suite of tools for reporting, statistical analysis of large quantities of data, and a programming environment for generation of specific tools Using a flexible, iterative, and evolving planning process, the Contractor shall collaborate with OIT and other USCIS stakeholders to develop and mature a SAS implementation methodology for the purpose of providing usability and capability to meet USCIS enterprise reporting needs.
SAS Coordination	The Contractor shall coordinate with operations personnel as required (at least annually) to test the SAS Business Intelligence platform backup and restoration plan and procedures. The Contractor shall also coordinate with the DBA on source database systems including, but not limited to, C3, C4, and National File Transfer System (NFTS).
SAS Operational	The Contractor shall create user accounts, and set up user client tools on the user desktop with the assistance of Tier 1 Service Desk support.

Support Requirements	The Contractor shall be responsible for deploying all releases, patches, and upgrades to the SAS Business Intelligence platform and application components at USCIS prior to migration to the USCIS data center. After migration, the Contractor shall support data center staff who will deploy releases, patches, and upgrades to SAS.
SAS Maintenance Requirements	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.
SAS Application User Support	SAS Tier 2 User Support Services shall include, but not be limited to: • Supporting users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Providing business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assisting users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Records and Information Management Applications

Alien's Change of Address Card (AR-11)	
AR-11 Project	Alien's Change of Address Card (AR-11) is a computerized, standalone system that tracks DHS change of address forms (AR-11s). These forms contain current address information on immigrants and non-immigrants residing in the U.S. The keying contractor inputs and validates the data provided on the AR-11 Change of Address forms. The data is then converted and transferred electronically to the AR-11 Change of Address database. Alien's Change of Address Card is an online display system that requires no online updates. Alien's Change of Address Card supports more than 34,000 users and is located on a multiple virtual storage mainframe platform at a Department of Justice (DOJ) data center. In the near term, AR-11 will be moved from the DOJ data center to a DHS data center. The system is available at DHS offices throughout the U.S. and in numerous foreign countries. The new web-based Customer Relationship Interface System (CRIS), Change of Address Component (CoA), is an expansion of the current AR-11 interface job with the AR-11 data input contractor.. The function of CRIS is to reduce the number of AR-11s received and processed by the AR-11 data input contractor, and automate the steps in the manual AR-11 process. Alien's Change of Address Card does not send information to any external information systems. Alien's Change of Address Card does receive data from the CRIS system. Alien's Change of Address Card is an online display system, with no online updates. Most of the address data is sent by mail to, and entered by, a contractor (currently ACS in London, Kentucky). Once entered, ACS transmits the information to be uploaded nightly to the AR-11 mainframe application. These update transactions are applied to the AR-11 database. The web-based CRIS CoA also receives address data and sends it to the mainframe where it is applied to the database using the same application process. Alien's Change of Address Card is a mainframe production application located and maintained at the DOJ Data Center. Department of Homeland Security customers and employees access this application in a common fashion through Wide Area Network (WAN) and Transmission Control Protocol/Internet Protocol (TCP/IP) log-in connections from locations throughout the country. Alien's Change of Address Card transmission files are sent to the DOJ Data Center from the data entry contractor, several times a day. The files include address data that is to be added to the AR-11 database. Based on the process the data entry contractor uses, CRIS is now in production and reduces the number of AR11s received and processed by the AR11 data input contractor, and automates the steps in the manual AR-11 process. Every morning the files are checked to ensure that they were sent without any errors, before the information is updated to the database. The principal hardware component(s)' manufacturer for AR-11 is IBM. The production AR-11 system operates on a hierarchical database run on an IBM Z/OS host computer that resides at the DOJ Data Center. It is operational seven days a week, approximately 23 1/2 hours a day. Routine maintenance may periodically result in a brief period of unavailability. Typically, this maintenance occurs during off-peak periods. The development system for AR-11 is an IBM Z/OS host computer that resides in the Washington DC area.

AR-11 Objectives	The objectives of AR-11 are to support the Director's priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS and to provide statistical reporting to other agencies. Alien's Change of Address Card has no major system enhancements planned but will be an interim part of the Transformation Program Office functionality. Continued minimal contract support is anticipated to maintain current level and possible decommissioning.
AR-11 Coordination	The Contractor may be required to coordinate upload activities with the data entry contractor and/or other contractors, as necessary. In addition, the Contractor will frequently work with users.
AR-11 Operational Support Requirements	The Contractor shall support the current AR-11 system interface(s), AR-11 Database, ad hoc reporting, , and connectivity for the system.
AR-11 Maintenance Requirements	The Contractor shall support the continued development of requirements for real-time interfaces with USCIS and other DHS systems.
AR-11 Training Support	The Contractor shall provide support to the AR-11 training labs as follows: • Coordinate and assist AR-11 and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the USCIS training environment in support of on-going end-user training classes.

Central Index System (CIS)	
CIS Project	The Central Index System (CIS) collects and disseminates automated biographic and historical information related to individuals of interest to DHS and other agencies. A subsystem of CIS is Transaction Record Keeping System (TRKS), which provides security and audit information for CIS searching and updating information. The Central Index System is run out of a Department of Justice (DoJ) Data Center. In the near term, CIS will be moved from the DOJ data center to a DHS data center. The Central Index System is updated both on-line and in batch processing. All batch production jobs are run nightly and are scheduled and submitted by Production Services. Online users are connected to the mainframe by the Control Protocol/Internet Protocol (TCP/IP) log-in from locations throughout the country and internationally. The Central Index System has more than 34,000 users who generally access the application from remote File Control Offices (FCOs). Department

	of Homeland Security internal employees have been granted access to the CIS database. Other external users have "read only" access to CIS and include, but are not limited to, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE),Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), Office of the Inspector General (OIG), Health and Human Services (HHS), Social Security Administration (SSA), National Reconnaissance Office (NRO), United States Probation Office, and the State Department (DoS). All users must access the system formally through terminal emulation software and TCP/IP access. All users have cleared access to system resources granted through the DHS PICS Office. The production CIS system operates on a relational/network database run on an IBM Z890 server that resides at the DoJ Data Center. It is operational 7 days a week, approximately 23.9 hours a day. The development system for CIS is also an IBM Z890 server that resides at a DoJ Data Center. The Central Index System mainframe application resides on an IBM mainframe Model 2098 P02 platform, processing at approximately 500 million instructions per second (MIPS), and is located at a DoJ Data Center. The operating system is z/OS 1.11, which uses a shared System Managed Storage (SMS) disk pool. The database is designed with a network structure; the database management system is CA-IDMS Release 16.1. Database and file backup jobs are run daily by operations personnel at the DoJ Data Center. The data center maintains its own secure on-site and off-site storage facilities for all backups of CIS data. The alternate storage site is at a separate DoJ data center. Backup tapes for the CIS components are stored at the data centers housing the components. The NRC , USCIS Service Centers, USCIS Field Offices, USCIS Headquarters, ICE, CBP, HQ OSI, and DHS OIG request and/or produce a constantly evolving array of Congressional, HQ and local ad hoc, statistical, and trend analysis reports on a daily, weekly, and monthly basis. Often these reports are a moving target and the offices cannot predict what reports will be requested from one week to the next. Currently, USCIS uses data extract utilities and Ad Hoc and Reporting against the CIS database among othersto generate reports. The contractor must support these Databases to effectively maintain their reporting duties providing ad hoc reports when needed/requested. In order to accommodate the ad hoc access requirements of CIS users, while providing for best-optimized performance and stability of the CIS application, a separate Oracle instance will contain the current production data.
CIS Objectives	The objectives of CIS are to support the Director's priority for Management Information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title 44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS; facilitate transfer of hard copy files among USCIS field locations; and provide statistical reporting to other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible. In addition, an interface between CIS and both CBP's E3 database and ICE's ENFORCE database needs to be developed utilizing the Enterprise Service Bus in order to automate the creation of a physical A-File by ICE and CBP. This would help reduce concerns over data not being readily available in CIS, reduce the number of duplicate empty jackets and files being used, and increase overall data integrity of the A-File.

CIS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS) 3, CLAIMS4.0, TECS -SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS) via ESB, Re-Designed Naturalization Application Casework System (RNACS), Fugitive Operations Support Center (FOSC), and Law Enforcement Support Center (LESC). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
CIS Maintenance Requirements	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting , and wireless connectivity for the system. The Contractor shall support the continued development of CIS requirements, which include removing file tracking functionality from CIS and making NFTS the system of record for all file tracking within USCIS. The Contractor shall support CIS to expand Interface Processing for developing real-time interfaces with CIS and other DHS systems including, but not limited to, E3 and ENFORCE, as identified above.
CIS Training Support	The Contractor shall provide support to the CIS training labs as follows: • Coordinate and assist CIS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the CIS training environment in support of on-going end-user training classes.

Enterprise Document Management System (EDMS)	
EDMS Project	The Enterprise Document Management System (EDMS) is a content repository for USCIS to ingest, store, and retrieve digitized versions of immigrant-related documentation. These files include but are not limited to A-Files and receipt files. The digitization of files will expand to additional file types as requirements, processes and technologies evolve. This system, or "system-of-systems," is comprised of several COTS products that have been configured and integrated to provide the required capabilities. One of the primary goals of EDMS is to provide a holistic, integrated view of A-Files. Documents are captured and digitized through various methods. Once captured, they are packaged and stored in the EDMS repository until requested by an EDMS user. Users of EDMS have the ability to access an electronic version of immigrant-related documentation and research information as required. This capability means that the speed with which users can access A-file information has been reduced from days to minutes. The Enterprise Document Management System possesses a full text search capability. The system provides digitization notification to Central Index System (CIS) via the Enterprise Service Bus (ESB), system interfaces for delivering A-Files and A-File documents to FIPS and the General Counsel Electronic Management System (GEMS). An additional capability was developed for the ingestion

	and support for surfacing Receipt Files to the user – this is a separate segment of EDMS with a separate URL and login. USCIS currently has approximately 100 million A-files and related immigration files and receives approximately 6 million applications for benefits each year. United States Citizenship &Immigration Services must be able to accommodate the present environment as well as potential Congressional initiatives, such as the Temporary Worker Program, that will require USCIS to process 12 million new applications over a six month period. Enterprise Document Management System is currently scaled up to 10% concurrency of total users up to 15,000 however, the planned addition of CBP and Department of State users could increase this user base to 30, 000 users. Internal EDMS interfaces include: • National File Tracking System (NFTS) • General Counsel Electronic Management System (GEMS) [anticipated] • FOIA Information Processing System (FIPS) [anticipated] • Central Indexing System (CIS) • Scan on Demand Application (SODA) External EDMS interfaces include: • Record Digitization Facility (RDF) • Lockbox The Software Architecture of EDMS parallels the hardware architecture, and is comprised of COTS products including BEA Weblogic (Presentation), JBoss Application Server and Chilkat ZIP (Service Management and Orchestration), and EMC Documentum. BEA Weblogic Application Servers provide the user interface (UI) components for accessing EDMS. This includes a search layer that interfaces with the Enterprise Content Management (ECM) software to search and surface results for end users. Additionally, it provides the application layer for the Records Division to edit metadata for an A-File. Generis has a servlet that applies watermarks to outgoing content that is hosted by BEA Weblogic. Documentum Content Servers provide the document content management layer to ingest documents into the EDMS system and hosting for the DocSecure watermarking services. Documentum Index Servers provide the indexing of A-File documents and metadata into the SQL servers. This also supports the Documentum FAST search capabilities for surfacing search results The JBoss Application Server provides web services deployment infrastructure for system interfaces and hosting for Chilkat ZIP compression services. Microsoft Active Directory (AD) provides identity management components of EDMS. Microsoft SQL Servers provide the primary RDBMS environment. Network Appliance SAN and NAS provide the primary storage for images and index.
EDMS Objectives	Two primary objectives of the USCIS' Enterprise Document Management System (EDMS) are to serve as a major legacy system repository for A-Files, and T-Files (scanned by the Records Digitization Facility (RDF) and Scan On Demand Application (SODA) at NRC), and as a repository for current Receipt Files (scanned by JPMChase/Lockbox facilities), as well as to provide a web interface for vetted users to access the scanned copies of the A-Files, T-Files, and Receipt Files. The current user base consists of USCIS and ICE,users. The goal is to provide additional access to CBP and Department of State and other entities such as the DHS Office of the Inspector General. This goal relies on the multidomain authentication capabilities of the system. Current system

	architecture will need to be reviewed and capability enhanced prior to any significant increase to the user base. The goal of this redesign is to maintain an acceptable standard of service.
EDMS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS), CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), Refugee Application Processing System (RAPS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS), Central Index System (CIS) and the Re-Designed Naturalization Application Casework System (RNACS). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
EDMS Maintenance Requirements	The Contractor shall support the EDMS maintenance requirements for all tiers of the application environment and user access. USCIS anticipates completing the follow types of sustainment maintenance for EDMS during the performance of this SOW: • Enhancements to support TPO's Case Management system (Integrated Operating Environment) • Enhancements to support the needs of new and existing users • Support increase in volume of digitized files from ingest facilities into EDMS repository • Enhancements to support different views, additional roles, and printing options • Expand EDMS functionalities to include canned and ad hoc reports using SMART The Contractor shall keep EDMS current for subsequent absorption into Transformation's case management solution and work with OIT to scope and implement an expanded EDMS architecture to support a larger user base as needed.
EDMS User Application Support	The Contractor shall provide support to the EDMS training labs as follows: • Coordinate and assist OIT and Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the EDMS training environment in support of on-going end-user training classes.

Electronic Reading Room Document Preparing Project (ERRDPP)

ERRDP Project	The USCIS Enterprise Services Directorate (ESD) has a mandate, under the Freedom of Information Act (FOIA), to supply Administrative Decisions, contract information, and Frequently Requested Documentation to the public. The Electronic Reading Room Document Preparing Project (ERRDPP) provides USCIS FOIA Office with a system to prepare and allow the general public to view documents approved by the Electronic FOIA Act. The Electronic Reading Room Document Preparing Project includes the capability of processing selected content, redacting personal identifying information, and posting documents onto the Electronic Reading Room (ERR) content page, which is located on the USCIS.gov website. The Electronic Reading Room Document Preparing Project solves the issues inherent with scanning, storing, and publishing items that are required to be displayed to the public electronically. The project is also tasked with providing these capabilities to FOIA in one user interface. FOIA's need to adhere to the Privacy Act when publishing the information to the web is a high priority; redacting sensitive information for administrative decisions is a mandate of the Privacy Act and a deterrent to fraud. Approximately 400-600 administrative decisions are transferred to FOIA per week. Of these, approximately 1,300 documents are processed monthly for publishing to the CSWP. As the ERR content page becomes recognized by the public, the content of the website is expected to display a wider range of documents. A goal of the ERRDPP is to increase the priority level and the visibility of the ERR Program and the service it provides to the public. Currently, there are many locations where the public can search for frequently requested USCIS documents. The system plan is for the ERR content page to become the central location or clearinghouse for both public and internal USCIS employees to access frequently requested FOIA documents. The Electronic Reading Room Document Preparing Project focuses on information accessibility and uses the business process to facilitate the creation of an automated workflow application in an effort to address the business needs of the ESD. At the core of the ESD is the need to manage the flow of information from FOIA to the public and internal USCIS employees. The Electronic Reading Room Document Preparing Project includes the ability to reduce the current manual processing required to prepare Administrative Appeals Decisions, contracts and frequently requested FOIA documents for publication to the ERR content page on the USCIS.gov website. It also provides the ability to generate statistical reports to review the content that is processed through the automated workflow. The initiative consists of the following subtasks for the creation of the automated ERRDPP workflow: • Digitization: Converts hard copy FOIA documents to digital format • Redaction: Provides the ability to electronically redact sensitive information for administrative decisions to adhere to the mandate of the Privacy Act; a deterrent to fraud • Quality Assurance (QA): Provides the ability to electronically review the digitized documents to ensure accuracy, proper redaction or formatting, prior to publication to the ERR content page • Publication: Provides the ability to publish content that is approved during the quality assurance phase to the ERR content page through the USCIS content management repository • Reports: Provides the ability to generate management level statistical reports to review the content that is digitized and processed through the ERRDPP workflow

	The Electronic Reading Room Document Preparing Project utility is a client server based application. The current ERRDPP software baseline consists of the following: Altasoft (DotImage Document Imaging v3.0 SDK) ; Microsoft (.NET Framework 1.1, Microsoft Visual Studio .NET 2003, Microsoft Data Access Components (MDAC) 2.6,); Seagate (Crystal Reports 8.0), Oracle (Oracle 9.2.0.7) and Adobe (Adobe 7).
ERRDP Objectives	The objectives for ERRDPP are to improve customer satisfaction with RIMD by expeditiously posting administrative decisions and other required documents to ERR. The ESD must also comply with the Paper Reduction Act (PRA) and the Government Paper Elimination Act (GPEA) as a main function of the office; must coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including Federal, state, and local agencies and the private sector.
ERRDP Coordination	There are no external ERRDPP interfaces. The Electronic Reading Room Document Preparing Project does not support an automated interface but maintains a manual interface to the USCIS Customer Service Web Portal (CSWP). ERRDPP documents that are ready for publishing are manually delivered via DVD on a monthly basis to the CSWP team for posting to the USCIS website.
ERRDP Maintenance Requirements	The Contractor shall be tasked with providing a written report (White Paper) on existing processes for collecting, reviewing, and making documents available to internal and external customers via the Internet and intranet; and make recommendations on implementation procedures for automating those processes to improve efficiency and reduce cost. The Contractor shall then assist the project team in developing corrective, adaptive, and relevance maintenance requirements and then implementing those requirements in ERRDPP releases.
ERRDP Training Support	The Contractor shall provide support to the ERRDPP training labs as follows: Coordinate and assist ERRDPP and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. Perform periodic database clean-up of the ERRDPP training environment in support of on-going end-user training classes.

Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	
FIPS Project	The U.S. Citizenship and Immigration Services (USCIS) uses the Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) to process requests from any person or entity seeking to obtain USCIS agency records. The Freedom of Information Act (5 USC § 522) established "an effective statutory right of public access" to federal agency records upon request by any person or entity. The Privacy Act of 1974 as amended (5 USC § 522a) established access to and amendment of Federal government records pertaining to U.S. citizens and/or lawful permanent residents. Freedom of Information Act Information Processing System uses document imaging, work flow, and other technologies to enable USCIS to manage the FOIA/PA case lifecycle for the more than 100,000 requests received annually while enabling the paperless

processing of FOIA and PA requests.

FIPS primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software. The following items comprise the internal FIPS components:

- Global 360 Case Manager – provides new functionality for workflow, auditing, and other case management functions
- Global 360 Process Manager – runs the underlying workflow component
- Global 360 Information Manager – stores documents and scanned images and associated annotations. The system also provides an archiving feature
- Global 360 Image Viewer – provides thin-client software to view images and add annotations
- Oracle 11g – maintains all data including FOIA/PA attributes and information for Global 360
- WebLogic – provides the web server component prior to Global 360
- Captiva InputAccel – scans paper documents, indexes the files, and exports them for Global 360
- SAP Crystal Reports Server – generates the operational, management, and annual reports using a custom interface
- Sun Java J2SE Development Kit 5.0 Update 20 and Solaris – programming language used for the customization and extension of the Global 360 Case Manager system
- .Net – programming language used for specific requirements to interact with local machine capabilities
- Acrobat 8 Professional
- Dell OpenManage Server
- IMC Convert to Tiff Service
- McAfee VirusScan Enterprise
- Kofax Virtual Rescan
- Netapp Winscp
- Sophos AntiVirus Scanner
- Microsoft Windows

Freedom of Information Act Information Processing System needs to interface with the following external systems:

- DHS email – users need to be able to add email messages and their attachments into FIPS as responsive records; users need to be able to create and send email messages with attachments both within and outside DHS for tasks such as staffing and acknowledgement letters
- Electronic Document Management System (EDMS) A-File Repository – users need to be able to access the information in the A-File repository and have copies downloaded into FIPS as tracked and redactable documents
- USCIS *Web* Portal – Requesters need to be able to submit electronic FOIA requests and track their status in the process

Currently, the primary location for the majority of operational hardware is a Department of Justice Data Center, undergoing a migration to a USCIS Data Center. Additional user-associated data input equipment (i.e. scanners) is located at the National Records Center (NRC). In addition, Application support – FIPS 7 has two thick client applications that will require maintenance and support for scanning and printing. The interactions between the FIPS system, the COTS application and database, and the local PC require troubleshooting and resolution. Additionally the program requires direct support to run queries and information developed in coordination with the Government. These queries often have a short turnaround time due to the nature of the operations.

	In addition, FIPS uses Dell servers; SunFire V490; Captiva application servers that support the FIPS image capture system and facilitates upload to the local NRC database, an EMC SAN, various routers and switches, several high speed scanners, and production CD Burners located at the NRC: Rimage Protégé II; Fujitsu 5750C/si-6770 Scanners; Hewlett Packard LaserJet 8000 DN.
FIPS Objectives	The sustainment support objectives for FIPS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
FIPS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with FIPS. Currently, these systems include (but not limited to): Enterprise Document Management System (EDMS), Customer Service Web Portal (CSWP), Enterprise Service Bus (ESB), and Microsoft Outlook.
FIPS Maintenance Requirements	The contractor shall perform adaptive maintenance to upgrade or convert the system to adapt to changes in system requirements or processing environments. Proposed maintenance activities include, but are not limited to: • Add templates required for processing Government contract related FOIA request with the related sequence of document description. • Add functionality to dispose of duplicate cases. • Add capability to process the supplementary release of records out of the original case in FIPS. • Enable remote access to FIPS7 for FOIA processors who tele-work. • Add capability to count cases in circular search status in the existing FOIA request backlog. • Enhance the case count to eliminate referred cases and duplicate cases already processes from the FOIA Annual Report. • Add FIPS7capability to tabulate fees that should be charged to requesters. • Add FIPS7capability to generate and export reports in Excel, MS Word, and HTML. • Add FIPS7case fee waiver tracking and alert functionalities. • Add search function to responsive records with the capability to search meta-data and full text.
FIPS Training Support	The Contractor shall provide support to the FIPS training labs as follows: • Coordinate and assist FIPS and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the FIPS training environment in support of on-going end-user training classes.

Microfilm Digitization Application System (MiDAS)	
MiDAS Project	The HQ Records Division, as part of the Enterprise Services Directorate under USCIS, must conserve, restore, and preserve information contained in more than 100 million alien records. These records are housed in record sets consisting of; the Master Index (MI) microfilm, Flex-O-Line microfilm and/or microfiche (strips), and paper and microfilm Naturalization and Citizenship , and paper and microfilm immigrant and other alien records (Historical Records). The purpose of the MiDAS system is to improve the management and retrieval of records. There are approximately 47 million MI records and, to date, all have been converted into MiDAS. The Flex-O-Line contains the complete entry information on aliens registered from 1940 to 1950. No more than 2/3 of the Flex-O-Line records have been converted and entered into MiDAS. Over 26 million Historical Records (HR) consisting of Certificate Files (naturalization certificates, petitions, declarations, "odd" derivatives and repatriation certificates), Alien Registration Forms (AR-2) and Microtex records and some other small set of microfilm-based records have been converted for inclusion in MiDAS 2.1. Additional records and files remain in paper, microfilm, and digital format and are candidates for inclusion in MiDAS. The Genealogy Program was created in the Records Division with the objective of improving service to the public regarding historical records information requests pursuant to Public Law (PL) 106-553 of December 21, 2000. This is a fee-for-service operation that will eventually allow the Records Division to recover costs for providing historical records services to the general public. MiDAS needs to be enhanced to better support Genealogy operations both internally and via the e-Commerce MiDAS web module. The MiDAS system is designed to meet the business needs of Records Operations and Genealogy. The MiDAS system consists of seven components: MiDAS Search Engine (MSE), Records Operations Web Request site, Records Operations Case Management Toot (CMT), Genealogy Web Request site, Genealogy CMT; and two reporting components, Actuate reports for Records Operations and for Genealogy. MiDAS has the ability to retrieve data and images based on indexes and track the work flow of a request placed in either the Records Operations Web Request site or the Genealogy Web Request site The current MiDAS software baseline consists of the following VB.Net , XML, JavaScript, SQL, DHTML, Oracle 9i~11g, Seibel 7.xx~8.x.x standard and high interactivity modes.
MiDAS Objectives	The objectives of this MiDAS project are to: expand records and indices available electronically (MSE); improve internal user interface (CMT); and update and improve web request interfaces (e-commerce and Request sites). It is very important to have reliable case management tracking and reporting. Records Division must also coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the

	electronic exchange of data mission-partners, including federal, state and local agencies and the private sector. The sustainment support objectives for MiDAS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
MiDAS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with MiDAS. Currently, these systems include (but not limited to): Pay.gov. In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
MiDAS Maintenance Requirements	USCIS anticipates completing the follow types of change directives for the MiDAS system during the performance of this Task Order: • The Contractor shall support the incorporation of queries against other sources of data in order to comply with Congressional mandates, Federal Regulatory Laws, and business owners requirements. • The Contractor shall support the ORM-IRPSP envisioned turnkey solution from initial data capture through final resolution. The application will capture necessary data from request forms; generate automated search requests, track the progress and status of each request, and provide search request reports as described in the documentation provided by the DHS. • The Contractor shall support the MiDAS Web Based maintenance requirements. • The Contractor shall support development of reference information integrated into the MiDAS System (on-line help). • The Contractor shall support the planned conversion of additional data and images for inclusion in the MiDAS system.. • The Contractor shall support updates to the CMT to provide a unified tracking for search requests, expanded reporting, and refined case management processes.
MiDAS Training Support	The Contractor shall provide support to the MIDAS training labs as follows: • Coordinate and assist MIDAS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the MIDAS training environment in support of on-going end-user training classes.

National File Tracking System (NFTS)

NFTS Project	The National File Tracking System (NFTS) Web-based application was established to allow USCIS personnel to request, track, or check the file location of individual immigration records (i.e. A-files, T-Files, S-Files, etc...) via a centralized database. The system is an integral part of the Records Management process. It supports the DHS need to track files at the national as well as local level and supports over 17,000 users. The National File Tracking System provides efficient access to high quality immigrant information by maintaining accurate file inventory and location information. The National File Tracking System is the successor system to the Personal Computer-Receipt and Alien-File Accountability and Control System (PC-RAFACS). With the exception of the Solaris host, NFTS Servers are currently configured with either five or six drives. The first two are configured in a RAID 1 and the remaining drives are configured in a RAID 5 for redundancy purposes. These servers all are host 3.0 gigahertz or faster processors with 4 gigabytes of RAM memory and two 1 gigabyte Ethernet adapters. The IIS and application components of the NFTS Web application are hosted on clustered servers. This provides for load balancing and fail over capability in both the IIS and application tier of this system. If a server in the cluster should become unavailable or over utilized, users will be routed to a server with available resources. These features help support fault tolerance and provide for enhanced availability of the Web application. Any application web server can be used assume the roll of the "Interface server", which would require a load balancer configuration change. The following products are used to support the NFTS System Software Architecture Asp (Visual Interdev) • Microsoft JavaScript • Microsoft VBScript • Microsoft IIS 6.0 • Microsoft Message Queue (MSMQ) • Microsoft VBScript Regular Expressions 5.5 • Microsoft COM+ 1.0 • MicrosoftActiveX Dll (Visual Basic) • Microsoft ActiveX Exe (Visual Basic) • NT Services • XML • SOAP • Oracle Client 9.x • MDAC 2.X (ADO) • Crystal Reports XI, Release 1, Patch 4 • AGS Outbound 4.7.0. SP3 The NFTS Web application has six non-database interfaces, which includes Central Index System (CIS), Central Information Processing System, (CIPS) Reengineered Naturalization Casework System, (RNACS) and Refugee, Asylum, and Parole System (RAPS). In addition, NFTS includes

	a real-time type interface to the Computer-Linked Application Information Management System (CLAIMS 3 and CLAIMS 4) and EDMS (Enterprise Document Management System).
NFTS Objectives	The purpose of NFTS is to support the DHS priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among USCIS, ICE, and CBP; and provide statistical reporting to USCIS offices and other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible.
NFTS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with NFTS. Currently, these systems include (but not limited to): Computer-Linked Application Information Systems; Refugees, Asylum, and Parole System (RAPS); The Central Index System (CIS); Re-Designed Naturalization Application Casework System (RNACS); SMART; eCISCOR and the National Archives and Records Administration's Systems. In addition, the Contractor will frequently work with users.
NFTS Maintenance Requirements	Maintenance requirements will include the removal of file tracking functionality from the Central Index System (CIS) so that NFTS is the system of record for all file tracking within USCIS. This includes allowing NFTS to generate all external requests for files in the system and providing the updated information on location and transfer to the Central Index System via the File Transfer Display Transaction. The National File Tracking System will be required to support the capture of information that will enable USCIS to assign a fee for each transaction in NFTS performed to, by or for other agencies. A system report that can be pulled to support the invoicing of fees associated with Records services will accompany the fee for service capability. The system will be required to adapt to additional interfaces inside USCIS, DHS, and other Federal agencies To include updates of new A-Files created by ICE and CBP via interfaces. This includes engineering real-time interfaces with the Central Index System (CIS). Contractor support of the system may include follow-up training, audits of files, and working at the site directly with users resulting in travel to targeted DHS sites. In addition, NFTS shall be modified to allow the audit function to be used to immediately update the location of a file and mark files that have previously been marked "lost" as "found". Also, the system has not had any major releases in the last five years. There are over 100 system change requests (SCRs) currently approved by the Customer Review Board and tentatively identified as being part of a release that need to be reviewed and scheduled in at least two major releases during this fiscal year. A major release must include substantial portion of these SCRs (no less than 30) unless it is determined by the Contractor, OIT, and the Business program that it cannot be accomplished.
NFTS Training Support	The Contractor shall provide support to the NFTS training labs as follows: • Coordinate and assist NFTS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product

	capabilities. • Perform periodic database clean-up of the NFTS training environment in support of on-going end-user training classes.

Scan on Demand Application (SODA)	
SODA Project	Scan on Demand Application (SODA) refers to the process whereby user requested paper A-Files are converted into digital records. This process has enabled USCIS to provide requested A-Files to the user community in a quicker, more efficient fashion. The primary groups of DHS personnel making requests to view A-Files through SODA are: U.S. Immigration and Customs Enforcement (ICE), U. S. Customs and Border Protection (CBP), and USCIS FOIA/PA Program. On a monthly basis, ICE, CBP and USCIS FOIA/PA currently request to view thousands of A-Files; on average, ICE requests more than 100,000, CBP requests more than 20,000, and FOIA/PA requests more than 8,000. Currently, if the National Records Center (NRC) receives an e-mail request for a file that is located at their facility, the file is delivered to the SODA area for processing. The Records Digitization Facility (RDF) in Kentucky is also tasked with scanning and indexing A-Files. Select file populations are chosen for scanning at the RDF. In either case, the resulting digitized A-Files are then ingested into the Enterprise Document Management System (EDMS) for persistent storage and later retrieval. The interface for loading A-Files into EDMS is well defined and was designed to accommodate additional sites besides the NRC and RDF facilities. Currently, SODA's only interface is with the Enterprise Document Management System (EDMS), the USCIS electronic document repository. The A-Files scanned through the SODA process are uploaded into EDMS using the current EDMS A-File ingestion process. The details of the interface are described in the EDMS /SODA Interface Control Agreement (ICA) document. The function of the SODA/EDMS interface is to provide a notification to EDMS that a digitized A-File is ready for ingestion, to convey the location of the A-File prepared by SODA, to provide the digitized A-File in the approved format, and to retrieve either notification of a successful ingestion or error messages detailing the reasons for the lack of a successful ingestion. The A-File processing for SODA currently only takes place at the NRC, but may expand due to Transformation or other needs. All of the steps in the SODA process, from generating pull tickets through and including quality assurance, take place at the NRC. Once processing is complete, the batch is converted into PDF format and staged for ingestion into the EDMS repository. The Captiva-based imaging server then makes the electronic files available for ingestion by EDMS. For SODA data backup, the Dell servers boot from the SAN and the Sun servers have the database stored on the SAN. The SAN is replicated to a DHS data center SAN as the back-up methodology. A local back-up system and library is installed at the NRC for the high speed IBML scanners and the associated servers. Currently, the data retention period for scanned files is 3 to 4 weeks. The purpose of a local storage is to serve as a temporary repository prior to uploading the digitized A-files for persistent storage in the EDMS repository. The SODA equipment primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software.The production environment consists of the

	following principal hardware components: Ten Dell PowerEdge 2950 computer servers whose functions include image capture, file transfer, imaging, archive-imaging and reports - three of these servers are used to support the IBML; two Sun SPARC Enterprise T5240 servers that are used as Oracle database servers; one FAS2050 Network Appliance used for image storage; ten Fujitsu 5750C/6770i Scanners used as auxiliary scanners for documents; two Kodak I620 scanners that are used to scan documents for batches with Expedited treatment; and two IBML Trak3 scanners used for general production scanning of documents. The following software is used in the production environment: Oracle Database Server Version 10.2.0.2.0 based on the Sun servers; Visual Basic custom utility application Visual Studio 2008 on the client machines; Microsoft Access 2003 custom utility application on the Administrator client machines; Captiva InputAccel (image capture system) 5.3 SP3 on the Dell servers; Kofax Virtual Rescan document image software on the client scan machines; Microsoft Windows XP operating system SP3 on the client workstations; Windows Server 2003 Enterprise Edition operating system SP2 on the Windows servers; Oracle Client administrator version 10.2g on the client stations and Dell servers; IBML Soft Trac scanner administration software version 5.65R1 on the IBMLs; McAfee Virus Scan Enterprise version 8.6 on all Windows servers and clients; Microsoft SQL server database server version 2005 on the IBMLs; Solaris Sun operating system version 10 on the Sun servers; Sophos AntiVirus scanner version 10 on the Sun servers and Backup Exec back up agent version 10 on the IBML servers.
SODA Objectives	The objective of SODA is to provide a process used to convert requested (or demanded) paper A-Files into electronic records residing within the Enterprise Document Management System (EDMS). This process enables USCIS Records to provide multiple users with access to requested A-Files at the same time and eliminate mail costs. The goal of SODA is to employ current image-capture technology to digitize A-Files on an as-needed basis in an efficient and effective manner.
SODA Coordination	The Contractor shall coordinate with the EDMS team to ensure the continued smooth operation of both systems as related to the ingestion interface. The Contractor shall also collaborate with the teams running the USCIS IT monitoring tools (ArcSight and OpNet Ace/Panorama) in order to proactively take charge when trends leading up to ingest issues start appearing and reactively when ingest issues occur on the SODA side of the ingest process.
SODA Operational Support Requirements	The Contractor shall support the current SODA system interface and the ad hoc database, service-wide inventory functionality, records analysis utility, and connectivity for the system.
SODA Maintenance Requirements	The Contractor shall be required to support any planned expansion of the SODA application and work with OIT to stay in compliance with OIT policies; support the requirements created by the NRC and Headquarters Records Division with releases that will enhance the performance of the system to the level needed. Proposed maintenance activities include, but are not limited to: • Expand SODA functionalities to include canned and ad hoc reports using SMART. • Increase SODA capabilities to support the ingestion of 54,000,000 pages per year.
SODA Training Support	The Contractor shall provide support to the SODA training labs as follows: • Support SODA and OIT staff members with the development, implementation, and documentation of the SODA training environment.

	• Support the creation and presentation of training materials as required. • Perform periodic database clean-up of the SODA training environment in support of on-going end-user training classes.

Refugee, Asylum, & International Operations

Asylum Pre-Screening System (APSS)	
APSS Project	The Asylum Pre-Screening System (APSS) was developed and deployed in 1996 to support processing of illegal aliens who might have a plausible case for asylum in the United States. Initially, the Asylum Pre-Screening Officer program was to have focused on the screening of individuals who are detained pending exclusion hearings, with the object of paroling qualifying detainees until their hearings before an Immigration Judge. After passage of new immigration legislation in late FY 96, however, the scope of the system was expanded to include asylum pre-screening for individuals encountered at any ports of entry and at any point within the U.S. The Asylum Pre-Screening System was developed to allow USCIS (formally INS) officers and management to track and manage casework, schedule interviews, update relevant findings and decisions, generate reports, and assess the effectiveness of the asylum pre-screening program. The system provides the following capabilities: • Capture of case data • Case tracking support • Control of case interviews • Generation of management and statistical reports • Support the District Directors' parole decisions quality assurance review The current APSS software baseline consists of the following: IBM 3093 Platform; COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages; and Polytron Version Control System (PVCS) Tracker, Migration Request Tracking System (MRTS), and Visio PC Packages. The Asylum Pre-Screening System data is stored in a centralized Integrated Database Management System (IDMS) network database. The online data entry system provides users with inquiry and update capability. The system is comprised of five principal components: case maintenance, interview maintenance, decision maintenance, inquiry, and system maintenance. The Asylum Pre-Screening System has no internal or external interfaces.
APSS Objectives	The objective is to retire APSS and include the functionality in the TPO Case Management system.
APSS Coordination	The Contractor shall coordinate with the Asylum office throughout the lifecycle of the program
APSS Maintenance	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that cause APSS to malfunction.

Requirements	

Refugees, Asylum and Parole System (RAPS)	
RAPS Project	Refugees, Asylum and Parole System (RAPS) was developed and implemented in April 1991 to provide case tracking support; automated exchange of information with other USCIS and external systems; and generation of standard forms and correspondence. Until the development of RAPS, there had been no systematic way to track asylum cases, or to derive accurate statistics on the asylee population. Responses to inquiries about the numbers and nationalities of asylees who had been or who were being processed by the USCIS necessitated manual searches and reporting by the district office staff around the country. To alleviate these problems, a centralized automated system was developed to support the processing of currently active casework and new asylum applications. Effective January 1995, new legislation (Asylum Reform) went into effect that provided for coordinated processing of asylum cases between USCIS and the immigration courts. The purpose of the legislation was to discourage aliens from applying for asylum as a means for obtaining employment authorization documents. It provided that processing of all asylum applications by both USCIS and the courts had to be completed within 180 days; with the result that applicants were no longer eligible for work documents until their application was granted or until the 180-day period had passed. Under Asylum Reform, USCIS was given the first 60 days in which to complete its processing of the application, either granting the case or referring it to an immigration court; the courts had the remaining time to complete their process. To support the requirements of Asylum Reform, the RAPS database was completely redesigned, and new software to support the accelerated processing of casework was implemented. The original intent to include refugee and parole casework in RAPS was abandoned in the early 1990s, and therefore RAPS tracks only asylum cases. The current RAPS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RAPS Objectives	The objective is to retire RAPS and include the functionality into the TPO Case Management system.
RAPS Coordination	Coordination with the Refugee, Asylum and International Operations, Office of Transformation Coordination (OTC) and Department of State, through OIT, will be required.
RAPS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Application User Support	The Contractor shall perform periodic database clean-up of the RAPS training environment in support of on-going end-user training classes.

Parole Case Tracking System (PCTS)	
PCTS Project	The Parole Case Tracking System (PCTS), used by Refugee Affairs International Operations (RAIO) provides casework data entry and tracking for both Significant Public Benefit Paroles (SPBP) and Humanitarian Paroles (HP), and is in use at DHS HQ, California, and Florida. Specific functions include data entry, forms generation, and reporting. The Parole Case Tracking System currently has no automated interfaces with any other system. The Parole Case Tracking System generates paper forms that are used as part of a manual interface with other Federal agencies and other organizations within the DHS. Federal Law grants to the U.S Attorney General the authority to parole into the U.S., for humanitarian or other reasons, any person otherwise ineligible for admission, and to establish criteria for determining eligibility for parole. The Attorney General has delegated that authority to DHS. The Parole Office, within IAO, is responsible for the handling of SPBP cases and HP cases for Asia. The other two overseas district offices currently have responsibility for the processing of humanitarian paroles for their districts. Significant Public Benefit Paroles are generally requested by law enforcement agencies, and typically involve short-term visits for the purpose of testifying in criminal trials or involvement in other law enforcement activities. Humanitarian Paroles are issued to individuals, otherwise ineligible for admission, for reasons such as medical care, the death of a family member and other humanitarian reasons. The Parole Case Tracking System has been designed to allow the capture and reporting of all required information related to these activities, as well as the tracking of SPBPs until they depart from the U.S. PCTS is a client/server application running on a Dell 2950 Server using Windows 2003 Server, Oracle 11g, EMC Networker, Crystal Reports, and Visual Basic. PCTS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
PCTS Objectives	The primary objective of this project is to continue PCTS sustainment activities. It is expected that the PCTS functionality will be replaced by another system. The contractor shall provide support for various IT activities such as data center maintenance, software updates, migrations, user issues and installation, helpdesk inquiries, decommissioning, etc. as needed.
PCTS Coordination	PCTS is a standalone system that does not interface with any other systems. Contractor coordination will only be required with the PCTS project team and RAIO.

PCTS Maintenance Requirements	USCIS anticipates completion of only those maintenance activities which are deemed minimally necessary to support the system during the performance of this SOW. The goal is to keep the system operational until such time as a replacement is ready to support the functionality.
PCTS Application User Support	The Contractor shall provide support to the users and the PCTS team as needed. The Contractor shall update and maintain the User Manual as needed. No formal user training is required.

Attachment 1: Application Support Summary

The following table provides data that summarizes application sustainment metrics. The estimated numbers of releases are estimates only. The actual number may vary depending on the maintenance needs that arise within a year. There can be one or multiple System Change Requests (SCRs) within a single release. The actual numbers of releases, and SCRs within a release, may vary depending on the maintenance needs that arise within a year.

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
APSS	1-2	N/A	3-5	8am – 8pm	5	Major: - 0 Mod. - 1 Minor: - 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 2 Weekly – 1	Low	900	0
AR-11	1-2	Lab Support	1	8am – 5pm	0	Major – 0 Mod. – 0 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 11	Low	2,300	1
BBSS	10-20	N/A	700	8am – 8pm	30	Major – 1 Mod. – 1 Minor – 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Bi-Weekly – 2 Monthly – 2	Medium	3,000	10
CLAIMS 3	15	N/A	100	8am – 8pm	360	Major – 2 Mod. – 15 Minor – 36	C3 MF: Eng. Env. – Yes Prod. Env. – Yes C3 LAN: Eng. Env. – Yes Prod. Env. – Yes	C3 MF: Eng. Env. – Yes Prod. Env. – Yes C3 LAN: Eng. Env. – Yes Prod. Env. – Yes	Daily – 4 Bi-Weekly – 4 Monthly – 4	Very High	20,000	20
CLAIMS 4	41	User Tng Lab Support	615	8am – 8pm	69	Major – 1 Mod. – 3	Eng. Env. – Yes Prod. Env –	Eng. Env. – Yes Prod. Env –	Daily – 15 Bi-Weekly – 2	High	4,304	11

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Minor – 14	Support Only	Support Only				
CIS	10-15	N/A	25	8am – 5pm	20-25	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 25 Weekly – 10 Monthly – 2 Quarterly – 3	High	34,000	18
CPMS	5	N/A	200	8am – 8pm	30	Major – 1 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 45 Monthly – 4	Medium	20,000	1
CMIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1250	0
CRIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 2 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	750-1250	4
CSWP	1-5	User Tng	100	9am – 6pm	Major – 10 Mod. – 20 Minor – 35	Major – 1 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,600,000	1
EASS	1	N/A	4	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	204	1
eCISCOR	N/A	N/A	1	9am – 6pm	Major – 4 Minor – 25	Major – 3 Mod. – 0 Minor – 15	Eng. Env. – Support Only Prod. Env – No	Eng. Env. – No Prod. Env – No	N/A	Medium	0	3
EDMS	5-10	Lab Support	75	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6	High	15,400	5
E-Filing	15	Lab Support	50	8am – 8pm	Major – 12	Major – 0	Eng. Env. – Yes	Eng. Env. – Yes	N/A	Medium	40,000	2

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
					Mod. – 20 Minor – 40	Mod. – 2 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only				
ERRDPP	1-5	Lab Support	3	8am – 5pm	1-3	Major – 0 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	Low/ Medium	200	1
FD-258 EE	6-12	N/A	2	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	10	3
FD-258 MF	4	N/A	10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Weekly – 1 Monthly – 4	Medium	15,000	5
FDNS-DS	10-15	Lab Support	100	8am – 8pm	50	Major – 3 Mod. – 3 Minor – 2	Eng. Env. – No Prod. Env – No	Eng. Env. – No Prod. Env – No	Daily – 2	High	1,000	1
FIPS	8-10	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6 Yearly – 3	High	175	3
FMNS	1	N/A	4	8am – 8pm	4	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	300	1
ICMS	2	N/A	3	8am – 8pm	40	Major – 0 Mod. – 3 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	4,500	1
ICPS	5	N/A	25	8am – 8pm	25	Major – 2	Eng. Env. – Yes	Eng. Env. – Yes	Daily – 3	High	150	5

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Mod. – 6 Minor – 4	Prod. Env. – Yes	Prod. Env. – Yes				
InfoPass	2-5	Lab Support	50	8am – 8pm	10-15	Major - 0 Mod. - 3 Minor - 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30,000	0
Kovair	1-2	Lab Support User Training	10-20	9am – 5pm	90	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	100-200	1
MiDAS	25	Lab Support	30	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	High	1,050	2
NCSC Siebel	N/A	User Tng Lab Support	15	8am – 8pm	25	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1000	5
NFTS	30	Lab Support	110-132	8am-8pm	Major – 30 Mod. – 60 Minor – 80	Major – 2 Mod. – 3 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	High	17,000	8
PCTS	1-2	N/A	5-10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 6	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30	0
RAPS	25	N/A	9	8am – 8pm	10	Major – 1 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 30 Weekly – 19 Monthly – 6	Medium	12,000	14

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
									Ad Hoc Daily – 1 Yearly – 1			
Remedy	20	Lab Support	300	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	24,000	Current: 2 Future: 4
RNACS	2	N/A	5	8am – 8pm	3	Major – 0 Mod. – 0 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only	Daily – 85 Weekly – 83 Monthly – 190 Ad hoc Daily – 20	Medium	2,300	8
SAS	1-3	N/A	50	8am – 8pm	2	Major – 1 Mod. – 1 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – No Prod. Env – Yes	N/A	Low	30-45	0
SNAP	10	N/A	30	8am – 8pm	25	Major – 0 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	2,000	3
SPS	15	N/A	10	8am – 8pm	20	Major – 0 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	24	2
SODA	2	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 2	Medium	100	1
Visa Services	2	N/A	5	8am – 8pm	5	Major – 1 Mod. – 1 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,000	2

ADDITIONAL TASK ORDER TERMS AND CONDITIONS

Along with the following additional Task Order terms and conditions, all DHS EAGLE IDIQ Contract Clauses are applicable to this Task Order.

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses: http://www.acquisition.gov/far or http://www.arnet.gov/far/.

(End of clause)

52.204-10 REPORTING SUBCONTRACT AWARDS (SEP 2007)

52.216-7 ALLOWABLE COST AND PAYMENT (DEC 2002)

52.216-8 FIXED FEE (MAR 1997)

52.222-54 EMPLOYMENT ELIGIBILITY VERIFICATION (JAN 2009)

52.223- 6 DRUG-FREE WORKPLACE (MAY 2001)

52.223-10 WASTE REDUCTION PROGRAM (AUG 2000)

52.223-14 TOXIC CHEMICAL RELEASE REPORTING (AUG 2003)

52.223-18 CONTRACTOR POLICY TO BAN TEXT MESSAGING WHILE DRIVING (SEP 2010)

52.227-17 RIGHTS IN DATA -- SPECIAL WORKS (DEC 2007)

52.232-22 LIMITATION OF FUNDS (APR 1984)

52.234-4 EARNED VALUE MANAGEMENT SYSTEM (JUL 2006)

52.237-3 CONTINUITY OF SERVICES (JAN 1991)

52.245-1 GOVERNMENT PROPERTY (AUG 2010)

52.245-9 USE AND CHARGES (AUG 2010)

52.246-5 INSPECTION OF SERVICES—COST REIMBURSEMENT (APR 1984)

FAR CLAUSES INCORPORATED IN FULL TEXT:

52.217-7 OPTION FOR INCREASED QUANTITY—SEPARATELY PRICED LINE ITEM (MAR 1989)

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of commencing of performance of increased quantity. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

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

(End of clause)

NOTE: An extension of the task order can occur subsequent to the base or any option period. If the task order is extended, the rates, terms, and conditions applicable to the extension remain the same as the period that is extended.

52.217-9 – OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

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

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 36 months.

(End of clause)

52.251-1 GOVERNMENT SUPPLY SOURCES (APR 1984)

The Contracting Officer may issue the Contractor an authorization to use Government supply sources in the performance of this contract. 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 not be considered to be "Government-furnished property," as distinguished from "Government property." The provisions of the clause entitled "Government Property," except its paragraphs (a) and (b), shall apply to all property acquired under such authorization.

(End of clause)

HOMELAND SECURITY ACQUISITION REGULATION (HSAR) CLAUSES INCORPORATED BY REFERENCE:

The full text of HSAR clauses may be accessed electronically at the following address: http://farsite.hill.af.mil/VFHSAR1.HTM

3052.219-71 DHS MENTOR-PROTÉGÉ PROGRAM (JUN 2006)

3052.242-71 DISSEMINATION OF CONTRACT INFORMATION (DEC 2003)

3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (DEC 2003)

3052.245-70 GOVERNMENT PROPERTY REPORTS (AUG 2008) [Deviation]

HSAR CLAUSES INCORPORATED IN FULL TEXT:

3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)

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

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

The Key Personnel under this Contract are listed in the SOW.

PROGRAM MANAGER	Overall authority for the Task Order. Shall qualify as an EAGLE Level IV employee. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
TECHNICAL DIRECTOR	Shall qualify as an EAGLE Level IV employee. Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
SECURITY MANAGER	Shall qualify as an EAGLE Level IV employee. Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM MANAGER	Shall qualify as an EAGLE Level IV employee. Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

(End of clause)

3052.204-70 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (JUN 2006)

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

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

(1) Within 30 days after contract award, the contractor shall submit for approval its IT Security Plan, which shall be consistent with and further detail the approach contained in the Offeror's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.

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

(3) The security plan shall specifically include instructions regarding handling and protecting sensitive information at the Contractor's site (including any

information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

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

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

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

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

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

(End of clause)

3052.204-71 CONTRACTOR EMPLOYEE ACCESS (JUN 2006)

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

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

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

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

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

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

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

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

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

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

(End of clause)

ALTERNATE I (JUN 2006)

When the contract will require contractor employees to have access to Information Technology (IT) resources, add the following paragraphs:

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

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

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

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

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

(1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;

(2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and

(3) The waiver must be in the best interest of the Government.

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

(End of clause)

3052.209-73 LIMITATION OF FUTURE CONTRACTING (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 based on the premise that contractors who provide USCIS Services in a Program Management Support or Consulting capacity such as developing USCIS specific business requirements & providing impact analysis may give rise to a potential organizational conflict of interest on contracts where the contractor is providing services in an operational support capacity. Services provided in a Program Management or Consulting capacity may have a direct impact on contracts of an operational support nature. Likewise, services performed on the operational support contract could impair a contractor's capacity to provide impartial advice on the Program Management Support or Consulting Services contract. These conflicting roles could result in the inability to render impartial or objective assistance or bias a contractor's judgment resulting in an impaired objectivity Organizational Conflict of Interest.

(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.

(End of clause)

Advertisements, Publicizing Awards, and News Releases

All press releases or announcements about agency programs, projects, and contract awards need to be cleared by the Program Office and the Contracting Officer. Under no circumstances shall the Contractor, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of this contract in any publicity news release or commercial advertising without first obtaining explicit written consent to do so from the Program Office and the Contracting Officer.

The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to other products or services."

Performance Reporting

For active contracts valued in excess of simplified acquisition threshold, the Federal Acquisition Regulation (FAR) 42.1502 Policy requires federal agencies to prepare contractor performance evaluations (report cards). Report cards are completed and forwarded to the contractor for review within 30-days from the time the work under the contract is completed for each contract year. Interim evaluations by the Contracting Officer may be completed as necessary. The contractor has 30-days to reply with comments, rebutting statement, or additional information that will be made part of the official record.

Contractor Employee Suitability Determinations

In accordance with the Security Requirements contained the Statement of Work, employees requiring USCIS Information System access for installation of images or system configuration require Suitability Determinations. The Security Requirement section of the SOW details the requirements of the Suitability Determinations. To expedite processing of appropriate suitability documentation, contractor is required to submit documentation within 10 calendar days of award.

Invoicing Instructions

Invoices shall be for services incurred against the work performed during the previous month's period of performance which shall begin on the first of the month and end on the last day of the month. Invoices shall be received by the 10th day of each month and include billable items for the previous month's period of performance. The contractor shall include with the invoice all supporting documents, e.g., travel reports/receipts, support for other direct costs, and the associated Monthly Status Report (MSR).

An email copy of each invoice, including backup supporting documentation, shall be sent electronically to the Contracting Officer's Technical Representative (COTR), Contract Administrator, OIT-Invoice@dhs.gov, and any other CCs as may be specified by the COTR.

The following information shall be indicated on the cover email that forwards the invoice:

- Payee's name and address
- Payee's invoice point of contact name, address, phone number, email address
- Date voucher prepared
- Contract number and award date
- Invoice/voucher number
- Discount terms
- Payee's account number
- Number and date of order

- Date of delivery or service
- Articles or services description
- Quantity
- Price
- Invoiced amount

Sub-Contracting Authority

In accordance with 52.244-2, CSC is hereby provided authority to sub-contract (Appendix B – CSC Subcontracting Plan) in accordance with the attached sub-contracting plan. Authority for any additional sub-contracting shall be granted by the Administrative Contracting Officer.

GFE Hardware List
TO HSSCCG-11-J-00163

Description	Model/Serial #	Manuf.	Quantity
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	ASA5520-BUN-K9	Cisco	1
Circuit Extension from Demark to Computer Room		Verizon	1
Circuit Extension from Demark to Computer Room		Verizon	1
Circuit Extension from Demark to Computer Room		Cisco	1
Circuit Extension from Demark to Computer Room		Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco Router **(Device Purchase)**		Verizon	1
Cisco Router **(Device Purchase)**		Verizon	1
Cisco Router **(Device Purchase)**		Cisco	1
Cisco Router **(Device Purchase)**		Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Full DS-3 45Mb		Verizon	1
Full DS-3 45Mb		Verizon	1
Full DS-3 45Mb		Cisco	1
Full DS-3 45Mb		Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1

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Description	Model/Serial #	Manuf.	Quantity
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
Tyton Labels Self Laminating (patch cord) - wide	TAG22T3-100B	General Dyn.	1.5
Tyton Labels Self Laminating (patch cord) - wide			1.5
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
End Panel	OR-MM6EP706	General Dyn.	2
End Panel			2
Junction Splice Kit (black)	11302-001	General Dyn.	2
Junction Splice Kit (black)			2
Ladder Rack - 12"X10' (black)	10250-712	General Dyn.	2
Ladder Rack - 12"X10' (black)			2
Wall Angle Support Kit-Black	11421-712	General Dyn.	2
Wall Angle Support Kit-Black			2
8x5xNBD Svc^ for Catalyst 4506R Series Modular Switch	CON-SNT-WS-C4506	Cisco	3
Cat4500 E-Series 6-Slot Chassis, fan, no ps	WS-C4506-E	Cisco	3
Catalyst 4500 1000W AC Power Supply (Data Only)	PWR-C45-1000AC	Cisco	3
Catalyst 4500 1000W AC Power Supply Redundant(Data Only)	PWR-C45-1000AC/2	Cisco	3
Catalyst 4500 E-Series Sup 6-E Lite, 2x10GE(X2) w/ Twin Gig	WS-X45-SUP6L-E	Cisco	3
Catalyst 4900M Compact Flash, 128MB Option	MEM-C4K-FLD128M	Cisco	3
Grounding Kit for Rack	556438-1	General Dyn.	3
Grounding Kit for Rack			3
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
Vertical Cable Management Channel with Cover - 6"x8"x7'	ORMM6VMD706	General Dyn.	4
Vertical Cable Management Channel with Cover - 6"x8"x7'			4
Cable Runway Support Bracket	OR-MM6CRB06	General Dyn.	6
Cable Runway Support Bracket			6
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	8
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	8
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9

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Description	Model/Serial #	Manuf.	Quantity
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	12
Black Velcro Roll-3/4 X 15 ft.	HLS-15RO	General Dyn.	12
Black Velcro Roll-3/4 X 15 ft.			12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
Horizontal Wire Manager 3.5"x19"x3.7"	WMPF1E	General Dyn.	12
Horizontal Wire Manager 3.5"x19"x3.7"			12
Catalyst 4500 E-Series 48-Port 10/100/1000 (RJ45)	WS-X4648-RJ45-E	Cisco	15
#6 Ground Wire - Stranded - Green Sheath	THHN-6-STR-GRN-2500R	General Dyn.	90
#6 Ground Wire - Stranded - Green Sheath			90
Copper Patch Panel Connector Cable-5 ft.-BLUE	AT1505EV-BU	General Dyn.	100
Copper Patch Panel Connector Cable-5 ft.-BLUE			100
Copper Patch Panel Connector Cable-7 ft.-BLUE	AT1507EV-BU	General Dyn.	700
Copper Patch Panel Connector Cable-7 ft.-BLUE			700

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Description	Model/Serial #	Manuf.	Quantity
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 256MB CF factory upgrade for 3800 VSEC bundles	MEM3800-128U256CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
128 to 512MB Compact Flash factory upgrade for 3800 Series	MEM3800-128U512CF	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
1-port clear-channel T3/E3 network module	NM-1T3/E3	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
3845 Bund. w/AIM-VPN/SSL-3,Adv. IP Serv,25 SSL lic,128F/512D	CISCO3845-HSEC/K9	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
512MB DIMM DDR DRAM for the Cisco 3800 SeriesÂ	MEM3800-512D	Cisco	1
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5500 5 Security Contexts License	ASA5500-SC-5	Cisco	1
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	ASA5520-BUN-K9	Cisco	1
Circuit Extension from Demark to Computer Room		Verizon	1
Circuit Extension from Demark to Computer Room		Verizon	1
Circuit Extension from Demark to Computer Room		Cisco	1
Circuit Extension from Demark to Computer Room		Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco 3845 AISK9-AESK9 FEAT SET FACTORY UPG FOR BUNDLES	S384UAESK9-12408	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco IPS AIM for 1841, 2800 and 3800	AIM-IPS-K9	Cisco	1
Cisco Router **(Device Purchase)**		Verizon	1
Cisco Router **(Device Purchase)**		Verizon	1
Cisco Router **(Device Purchase)**		Cisco	1
Cisco Router **(Device Purchase)**		Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Cisco3845 redundant AC power supply	PWR-3845-AC/2	Cisco	1
Full DS-3 45Mb		Verizon	1
Full DS-3 45Mb		Verizon	1
Full DS-3 45Mb		Cisco	1
Full DS-3 45Mb		Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
IPS SVC, AR NBD AIM-IPS-K9	CON-SU1-AIMIPSK9	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1

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Description	Model/Serial #	Manuf.	Quantity
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD 3845 Security Bundle,AIM-VPN-HPII-PLUS,Adv. I	CON-OS-3845HSEC	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
ONSITE 8X5XNBD ASA5520 w/300 VPN Prs, 4GE+1FE,3DES/AES	CON-OS-AS2BUNK9	Cisco	1
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
PacketShaper 3500 , Up to 45 Mbps of shaping, 1024 Classes	PS3500-L045M-1024	Cisco	1
Tyton Labels Self Laminating (patch cord) - wide	TAG22T3-100B	General Dyn.	1.5
Tyton Labels Self Laminating (patch cord) - wide			1.5
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
ASA 5500 4-Port Gigabit Ethernet SSM (RJ-45+SFP)	SSM-4GE	Cisco	2
End Panel	OR-MM6EP706	General Dyn.	2
End Panel			2
Junction Splice Kit (black)	11302-001	General Dyn.	2
Junction Splice Kit (black)			2
Ladder Rack - 12"X10' (black)	10250-712	General Dyn.	2
Ladder Rack - 12"X10' (black)			2
Wall Angle Support Kit-Black	11421-712	General Dyn.	2
Wall Angle Support Kit-Black			2
8x5xNBD Svc^ for Catalyst 4506R Series Modular Switch	CON-SNT-WS-C4506	Cisco	3
Cat4500 E-Series 6-Slot Chassis, fan, no ps	WS-C4506-E	Cisco	3
Catalyst 4500 1000W AC Power Supply (Data Only)	PWR-C45-1000AC	Cisco	3
Catalyst 4500 1000W AC Power Supply Redundant(Data Only)	PWR-C45-1000AC/2	Cisco	3
Catalyst 4500 E-Series Sup 6-E Lite, 2x10GE(X2) w/ Twin Gig	WS-X45-SUP6L-E	Cisco	3
Catalyst 4900M Compact Flash, 128MB Option	MEM-C4K-FLD128M	Cisco	3
Grounding Kit for Rack	556438-1	General Dyn.	3
Grounding Kit for Rack			3
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	4
Vertical Cable Management Channel with Cover - 6"x8"x7'	ORMM6VMD706	General Dyn.	4
Vertical Cable Management Channel with Cover - 6"x8"x7'			4
Cable Runway Support Bracket	OR-MM6CRB06	General Dyn.	6
Cable Runway Support Bracket			6
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	7
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	8
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	8
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9

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Description	Model/Serial #	Manuf.	Quantity
Catalyst 3750X 48 Port Data LAN Base	WS-C3750X-48T-L	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
SMARTNET 8X5XNBD Catalyst 3750X 48 Port Data LAN Base	CON-SNT-3750X4TL	Cisco	9
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Cisco	12
3 Meter Multimode Fiber Patch Cord (various connectors)	Any	Any	12
Black Velcro Roll-3/4 X 15 ft.	HLS-15RO	General Dyn.	12
Black Velcro Roll-3/4 X 15 ft.			12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
GE SFP, LC connector SX transceiver	GLC-SX-MM	Cisco	12
Horizontal Wire Manager 3.5"x19"x3.7"	WMPF1E	General Dyn.	12
Horizontal Wire Manager 3.5"x19"x3.7"			12
Catalyst 4500 E-Series 48-Port 10/100/1000 (RJ45)	WS-X4648-RJ45-E	Cisco	15
#6 Ground Wire - Stranded - Green Sheath	THHN-6-STR-GRN-2500R	General Dyn.	90
#6 Ground Wire - Stranded - Green Sheath			90
Copper Patch Panel Connector Cable-5 ft.-BLUE	AT1505EV-BU	General Dyn.	100
Copper Patch Panel Connector Cable-5 ft.-BLUE			100
Copper Patch Panel Connector Cable-7 ft.-BLUE	AT1507EV-BU	General Dyn.	700
Copper Patch Panel Connector Cable-7 ft.-BLUE			700

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
AccVerify annual	AccVerify	20	CLAIMS 3 -
AccVerify annual maintenance renewal	AccVerify	20	CLAIMS 3 - ICPS
AccVerify perpetual single user/pc license	AccVerify	20	multiple
ActiveReports Professional v2.x CD	CompuCom	1	multiple
Actuate Reporting System	Various	3	Benefits NATZ
Adobe	Adobe	1	NFTS
Adobe Creative Suite 4 Web Premium for Windows Full Version	DiscountMountain.com	8	Benefits NATZ
Altova Mission Kit for SW Architects Ent Ed 2010 MP 5 Named U w/SMP 1 Yr ESD (EU)	GC Micro	2	NFTS
Altova XmlSpy	Various	11	MiDAS
AnaComp Document Solutions - AR Exception Samples (01/20/2005)	TBD	1	MiDAS
AnaComp Imaging Exception Samples	EDS	1	MiDAS
AppMetrics for Transactions 2.0	AppMetrics	1	MiDAS
AppMetrics for Transactions 2.0 - RESTRICTION - SEE COMMENT	AppMetrics	1	MiDAS
AppMetrics for Transactions 2.5	AppMetrics	1	MiDAS
AppMetrics for Transactions 2.5	AppMetrics	1	MiDAS
Aqua Data Studio	Various	2	CSWP
ASA 5500 5 Security Contexts License	Cisco	1	multiple
ASA 5520 Appliance with SW, HA, 4GE+1FE, 3DES/AES	Cisco	1	multiple

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Attrice Team Foundation Sidekicks	Various	8	multiple
Aware NISTPack w/SequenceCheck License	Aware, Inc	11	CPMS
Aware NISTPack w/SequenceCheck Maintenance	Aware, Inc	11	CPMS
Backup Exec Library Expansion	DELL	4	CPMS
Backup Exec Server	DELL	7	multiple
Backup Exec Server Media Kit	DELL	1	multiple
Backup Exec Windows Systems	DELL	7	CLAIMS 4
BareGrep Pro	GC Micro	12	multiple
Beyond Compare	Various	17	multiple
CA ERwin Data Modeler r7.3 - Product plus 1 Yr Enterprise Maintennance	GC Micro	6	multiple
Camtasia Studio version 6.0.3	Various	2	CSWP
CarrierRoute - City/State CD-ROM Monthly	USPS	1	multiple
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise Edition	Mythics	4	multiple
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise Edition	Mythics	4	Engineering
CLIN 4023: DHS Technology Stack - DHS Core Technology Bundle, Including Oracle Database Enterprise Edition	Mythics	2	Engineering

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Cognitec Maintenance	Cognitec	12	MiDAS
Cognitec Perpetual License	Cognitec	12	ITSSR
Crystal Reports XI Release 2, 4 Hr CBT course covers report design and creation using Crystal Reports XI	Various	5	NFTS
Crystal Reports XI Release 2, Crystal Reports XI Report Developers Edition	Crystal Reports	22	multiple
DAON Engine Enterprise Edition, Development Bundle (1 environment)	CWS	2	multiple
DAON Engine Enterprise Edition, Development Bundle Initial Bronze Support through February 20, 2011 (co-terminous with existing CPMS DAON software)	CWS	2	MiDAS
DAON Enrollment Edition 1 perpetual license	DAON	11	NFTS
DAON Enrollment Maintenance	DAON	11	CLAIMS 3
DAON Yr 1 Custom Supp for RAIO	DAON	1	MiDAS
Dell Getting Started With Your System - Remote Access Controller	DELL	1	NFTS
Dell Getting Started With Your System - Remote Access Controller	DELL	1	CLAIMS 3
Dell Gold Enterprise Support	DELL	1	CLAIMS 3

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Dell Gold Premier Enterprise Support Service	DELL	1	CLAIMS 3
Dell PowerEdge 2850 Systems	DELL	1	CLAIMS 3
Dell PowerEdge 2950 Systems	DELL	1	CLAIMS 3
Dell PowerEdge and PowerVault Systems	DELL	1	CLAIMS 3
Dell PowerEdge Systems	DELL	1	NFTS
Dell PowerEdge Systems Installing Broadcom NetXtreme Drivers and TOE	DELL	1	multiple
Dell PowerEdge Systems Installing Broadcom NetXtreme Drivers and TOE	DELL	1	CLAIMS 3
Dell Rack Installation Instuctions	DELL	1	CLAIMS 3
Dell Systems Installing VersaRails	DELL	1	CLAIMS 3
Department of Homeland Security Exception Samples - Before and After	TBD	1	CLAIMS 3
Department of Homeland Security Exception Samples - Before and After (03/10/2005)	TBD	1	CLAIMS 3
Diskeeper 2007	Diskeeper Corporation	1	CLAIMS 3
Diskeeper10 - Server Standard Edition	Diskeeper Corporation	1	CLAIMS 3
DSView 3 Management Software	DSView 3	1	CLAIMS 3
ERwin Data Modeler (Commercial)	Erwin	9	CLAIMS 3
ExamDiff Pro	prestoSoft.com	12	CLAIMS 3
Fujitsu	Fujitsu	1	CLAIMS 3
Fujitsu	Fujitsu	1	CLAIMS 3
Fujitsu	Fujitsu	2	CLAIMS 3

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Genealogy	Perot Systems	1	CLAIMS 3
Genealogy (Look & Feel Samples)	Perot Systems	1	CLAIMS 3
Helios TextPad Single User License version 5.3.1	btsoftware.com	2	CLAIMS 3
Helios TextPad v5.2 text editor for Windows	textpad.software.informer.com	12	CLAIMS 3
HP 1Yr SW Support	Insight	1	CLAIMS 3
HP 1Yr SW Support	Insight	1	CLAIMS 3
HP 1yr SW Support HP Software Support 4PE Support	HP	4	CLAIMS 3
HP 1yr SW Support HP Software Support 6TP Support	HP	1	CLAIMS 3
HP First Year Support 9x5 Annual Software Subscription Includes T6512DAE Media	Spectrum Systems, Inc	1	MiDAS
HP First Year Support, 9x5 Annual Software Subscription	Spectrum Systems, Inc	3	MiDAS
HP First Year Support, 9x5 Annual Software Subscription	Spectrum Systems, Inc	1	MiDAS
HP First Year Support, 9x5 Annual Software Subscription Includes T6512DAE Media	Spectrum Systems, Inc	2	MiDAS
HP FT Seat Usr SW E-LTU	Spectrum Systems, Inc	2	MiDAS

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
HP FT Site CC User ExistCust SW E-LTU. HP Functional Testing Site Concurrent User Orderable as additional licenses for existing customers only software E-LTU. Incl. electronic license to use. (05/31/2009)	HP	4	MiDAS
HP FuncTest CC't 9.50 Eng SW E-Media HP Functional Testing Concurrent version 9.50 English Software E-Media	HP	1	NFTS
HP Functional Tester Seat user SW E-LTU	HP	1	ITSSR
HP Functional Tester Seat user SW E-LTU	Spectrum Systems, Inc	1	ITSSR
HP Functional Testing Site Concurrent User Software E-LTU	Insight	4	ITSSR
HP Functional Testing Version 10.00 Concurrent User English Software E-Media	Insight	1	ITSSR
HP Functional Testing Site Concurrent User SW E-LTU	Insight	2	ITSSR
HP QTP Area CC Usr SW LTU - Service Agreement ID: I033 4122 3639; HP Software Technical Unlimited Support; SW Technical/Electronic Support Quantity of 4 over 12 months	HP	12	ITSSR

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
HP QTP Area CC Usr SW LTU - Service Agreement ID: I033 4122 3639; HP Software Technical Unlimited Support; SW Technical/Electronic Support Quantity of 4 over 12 months	HP	12	ITSSR
HP QuickTest Prof CC 9.2 Engl SW Media	HP	1	ITSSR
HP Software 4PE Supp	Insight	4	ITSSR
HP Software 4PE Supp	Insight	2	ITSSR
HP Software 6TP Supp	Insight	1	multiple
IBM Rational Rose Modeler v7.01 Authorized User License + 12 Months Software Subscription and Support with support from ComponentSource (OEM License not Passport Advantage)	ComponentSource	6	CPMS
ICF Samples	Perot Systems	1	CPMS
IDAutomation Code 39 Font Advantage Package (5 Developer license)	IDAutomation	1	CPMS
InstallShield 2010	Various	1	CPMS
InstallShield 2010 Premier with Virtualization Pack with Silver Maintenance 1 user license (per User, Machine) with Silver Annual Maintenance.	Component Source	1	Ben/NATZ - BBSS and SNAP
LEAD Technologies LEADTOOLS	Various	5	MiDAS
LTO-3 400/800 GB Tapes			MiDAS

GFE SOFTWARE INVENTORY LIST
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Description	Manuf.	Quantity	Application
MI Flex, Ifix/QA/Support Source Codes (September 2004)	TBD	1	CPMS
Microsoft CAL Visual Studio Team Foundation Server	Various	35	CPMS
Microsoft Project	Various	104	CPMS
Microsoft Visio	Various	160	Bene/NATZ - BBSS and SNAP
Microsoft Visual Studio .net Professional Version 2002	Visual Studio	1	CPMS
Microsoft Visual Studio Team System 2008 - Dev	Various	18	CPMS
Microsoft Visual Studio Team System Test Edition	Various	5	MiDAS
MiDAS v1.4.5 (11/2004)	TBD	1	MiDAS
MiDAS v1.4.5 and v 2.0 (August 23, 2004)	Perot Systems	1	MiDAS
MiDAS v1.4.5 Standalone Source Codes	Perot Systems	1	MiDAS
MiDAS QA Documentation (August 26, 2004)	Perot Systems	1	MiDAS
MiDAS v 1.4.5 Documentation	Perot Systems	1	MiDAS
MiDAS v 1.4.5 Package Assembly CD	Perot Systems	1	multiple
Mselect SQL Server Ent Ed 2008 1 Proc Single Lang	Insight	1	multiple
Mselect SQL Server Ent Ed 2008 Disk Kit	Insight	1	NFTS
Mselect SQL Server Standard Ed 2008 - Single Lang	Insight	4	multiple
Mselect Visual Studio Foundation Server 2008 Disk Kit	Insight	1	multiple

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Mselect Visual Studio Foundation Server 2008 Single Lang	Insight	1	multiple
Mselect Visual Studio Foundation Server 2008 User CAL Single Lang	Insight	5	MiDAS
Mselect Visual Studio Team Developer 2008 32 bit Win Disk Kit DVD English	Insight	1	multiple
Mselect Visual Studio Team Developer 2008 Single Lang	Insight	2	multiple
Mselect Windows Server Standard Ed 2008 R2- Single Lang	Insight	2	CLAIMS 4
NISTPack SDK Site License, valid up to 6 workstations, Windows	Aware, Inc	1	multiple
NISTPack SDK Site License, valid up to 6 workstations, Windows, Annual Maintenance	Aware, Inc	1	E-Filing
NISTPack Server, Windows, 2 CPU dual core	Aware, Inc	2	MiDAS
NISTPack Server, Windows, Annual Maintenance	Aware, Inc	2	CSWP
Object Inspector	Various	14	CSWP
Open Market- Govt NetBackup Ent CLT 7.0 WIN LNX SOLX64 BS T2 1SVR (A3528946)	DELL	3	CSWP
Open Market0Govt NetBackup STD CLT 7.0 XPLAT BS 1SVR (A3519702)	DELL	15	CSWP

GFE SOFTWARE INVENTORY LIST
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Description	Manuf.	Quantity	Application
Open Market-Govt Essen 12 Mo NetBackup STD CLT 7.0 XPLAT Initial 1SVR BS (A3519703)	DELL	15	CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12 Mo NetBackup TLO 7.0 1DRV XPLAT Initial BS (A3520321)	DELL	2	CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12MO NBU CLT APP DB PK 7.0 WIN LNX SOL64 1SVR T2 BS (A3519701)	DELL	2	CLAIMS 3, CLAIMS 4, E-Filing
Open Market-Govt Essen 12MO NBU ENT CLT 7.0 WIN LNX SOLX64 Initial 1SVR T2 BS (A3528942)	DELL	3	CSWP
Open Market-Govt Essen 12MO NBU ENT SVR 7.0 WIN LNX SOLX64 Initial 1SVR T2 BS (A3528942)	DELL	1	CSWP
Open Market-Govt NetBackup CLT APP DB PK 7.0 WIN LNX SOLX64 BS T2 1SVR (A3519700)	DELL	2	CSWP
Open Market-Govt NetBackup Ent Server 7.0 Win LNX SOLX64 BS T2 1SVR (A3528933)	DELL	1	MiDAS
Open Market-Govt NetBackup TLO 7.0 1DRV XPLAT BS (A3520308)	DELL	2	MiDAS
Oracle 11g	Oracle 11g	1	CLAIMS 3
Oracle 8i	Oracle	1	CLAIMS 3, FDNS, CPMS
Oracle Seibel	Oracle	1	CPMS
Oracle Seibel v7.8 .2 Install	Oracle	1	CPMS
Oracle Seibel v7.8 Install	Oracle	1	Engineering

GFE SOFTWARE INVENTORY LIST
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Description	Manuf.	Quantity	Application
Oracle Seibel v7.8.2	Oracle	1	Engineering
Oracle Seibel v7.8.2 - Installer Package (09/14/05)	Oracle	1	MiDAS
Pervasive Auditmaster 20 User - SAIC Site - Audit Master	Pervasive	1	CLAIMS 3
Pervasive Auditmaster 50 User - AAO Site - Audit Master	Pervasive	1	CLAIMS 3, FDNS, CPMS
Pervasive Auditmaster 50 User - BDO Site - Audit Master	Pervasive	1	CSWP
Pervasive Auditmaster 6 User - QBCT - Prod Site - Audit Master	Pervasive	1	CSWP
Pervasive Auditmaster Unlimited Server - CSC Site - Audit Master	Pervasive	1	CSWP
Pervasive Auditmaster Unlimited Server - TSC Site - Audit Master	Pervasive	1	CPMS
Pervasive Auditmaster Unlimited Server - VSC Site - Audit Master	Pervasive	1	MiDAS
Pervasive Auditmaster Unlimited User - NBC Site - Audit Master	Pervasive	1	MiDAS
Pervasive Auditmaster Unlimited User - NSC Site - Audit Master	Pervasive	1	ERRDPP
Pervasive DataExchange v3.0 - RTBE 20 User Server - SAIC Site - Data Exchange	Pervasive	1	ERRDPP
Pervasive DataExchange V3.0 - RTBE 50 User Server - AAO Site	Pervasive	1	ERRDPP

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Pervasive DataExchange v3.0 - RTBE 50 User Server - BDO Site - Data Exchange	Pervasive	1	CSWP
Pervasive DataExchange v3.0 - RTBE 6 User Server - Prod Site - Data Exchange	Pervasive	1	multiple
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - CSC Site - Data Exchange	Pervasive	1	NFTS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - NBC Site - Data Exchange	Pervasive	1	MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - NSC Site - Data Exchange	Pervasive	1	MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - TSC Site - Data Exchange	Pervasive	1	MiDAS
Pervasive DataExchange v3.0 - RTBE Unlimited User Server - VSC Site - Data Exchange	Pervasive	1	MiDAS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows 6 User Count	Pervasive	6	NFTS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows 20 User Count	Pervasive	3	NFTS
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows Suite 50 User Count	Pervasive	10	NFTS

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
Pervasive Maintenance Fee 1 Yr Renewal from 03/01/09 - PSQL Server Windows Suite Unlimited User Count	Pervasive	5	NFTS
Pervasive.SQL 2000 V8 SP2	Pervasive	1	NFTS
Premier Maintenance - ABR 10 Advanced Workstation (1 Yr)	Acronis	10	NFTS
Premier Maintenance - ABR 10 Server for Windows (1 Yr)	Acronis	3	NFTS
Premier Maintenance - ABR 10 Universal Restore Advanced Workstation (1 Yr)	Acronis	1	NFTS
Premier Maintenance - ABR 10 Universal Restore Server (1 Yr)	Acronis	1	NFTS
PSQL v10 Windows Server 6 User (32 bit) - Add'l PSQL Server Licenses for LAB	Pervasive	2	NFTS
PSQL v10 Windows Server 6 User Upgrade from PSQL v8 (32 bit) - NSC Site - Upgrade inside maintenance for SN 1144500, previously left off Order 122335	Pervasive	1	NFTS
Quest Software SQL Navigator for Oracle Version 4.2	SQL Navigator	1	NFTS
Red Hat Ent Lnx Adv Platform Unlld sockets 1 Yr Std Support	Insight	1	CPMS - RAIO Initiative
RPM Select SUM Renewal	Brooks Internet Software	1	CPMS - RAIO Initiative

GFE SOFTWARE INVENTORY LIST
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Description	Manuf.	Quantity	Application
Solaris 10	Solaris	1	CPMS - RAIO Initiative
Source Code: Genealogy MiDAS 2.0 (04.29.04)	Perot Systems	1	CPMS
SQL Navigator (support for Oracle 11g)	Various	5	CPMS
SQL Server			multiple
Symantec LiveState Recovery Advanced Server v 3.0	LiveState	1	multiple
Taoe Nedia for LT03, 400/800GB50 Pack CUST (341-2651)	DELL	1	CPMS - RAIO Initiative
Templates for Records - Keep		1	CPMS - RAIO Initiative
TestDirector for QualityCenter Site 5 CC User Pk SW E-LTU	Spectrum Systems, Inc	1	CPMS
TestDirector for QualityCenter Site CC User SW E-LTU	Spectrum Systems, Inc	3	CPMS
TextPad	Various	33	CPMS
TFS Licenses			CLAIMS 4 - ITSSR Task Order
TOAD DBA Suite for Oracle Per Seat License/Maint Pack	DLT Solutions	12	multiple
Toad DBA Suite	Various	4	CSWP
TOAD for Oracle Base Edition	Various	21	multiple
Toad for Oracle Base for Developer	Various	8	CSWP
TOAD for Oracle Per Seat License/Maint	DLT Solutions	16	CLAIMS 3, NPS

GFE SOFTWARE INVENTORY LIST
TO HSSCCG-11-J-00163

Description	Manuf.	Quantity	Application
TOAD Xpert	Various	3	CLAIMS 3, NPS
UltraEdit	Various	5	CLAIMS 3, NPS
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	4	CLAIMS 3, NPS
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	4	CPMS - RAIO Initiative
Update Rights and Product Technical Support for DHS Technology Stack - 17% of net license fee in accordance with section A block 20 of the base award HSHQPA-05-D-00007	Mythics	2	CPMS - RAIO Initiative
Veritas NetBAckup			multiple
VideoSoft VSFlex OCX	Various	6	multiple
VideoSoft VSFlex2 OCX	Various	6	multiple
Visio Professional 2003 Win Full	Insight	12	multiple
Visual Source Safe 6.0d	Microsoft	1	NFTS
Visual Studio .net Enterprise Arch Version 2003	Microsoft	1	NFTS
Visual Studio .net Enterprise Arch Version 2003	Microsoft	1	NFTS

GFE SOFTWARE INVENTORY LIST
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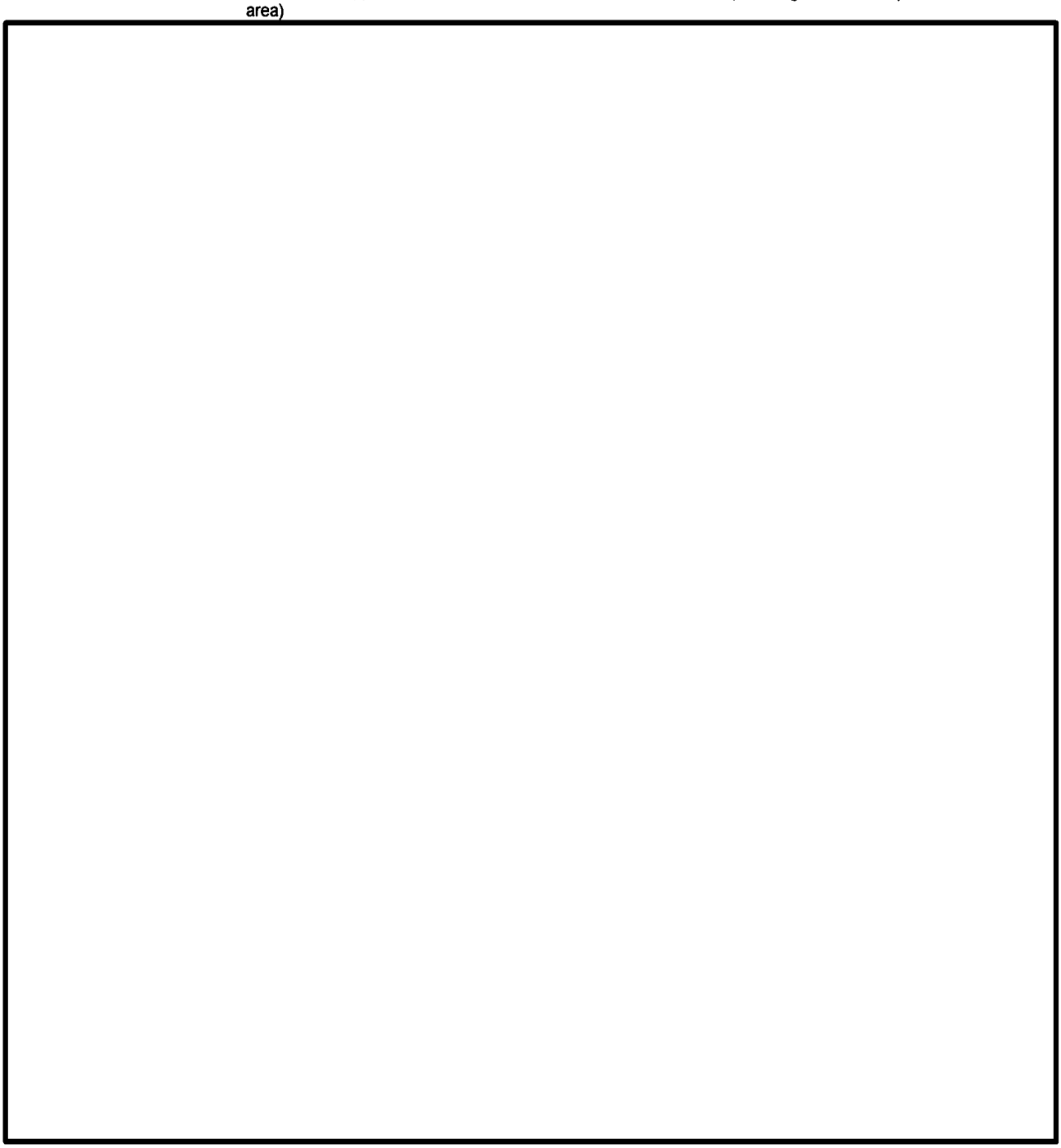
Description	Manuf.	Quantity	Application
Visual Studio .net Enterprise Architecture Version 2003	Microsoft	1	NFTS
Visual Studio .net Pre-Requisities Version 2003	Microsoft	1	MiDAS
Visual Studio .net Professional Version 2003	Microsoft	1	MiDAS
Visual Studio .net Version 2003	Microsoft	1	multiple
Visual Studio Team 2008 Development	SoftwareMedia.com	4	CSWP
Visual Studio Team 2008 Development	SoftwareMedia.com	5	CSWP
Visual Studio Team 2008 Test	SoftwareMedia.com	2	ERRDPP

CSC Small Business Subcontracting Plan (HSSCCG-11-J-00163)

Company Name:	Computer Sciences Corporation Enforcement, Security and Intelligence (ES&I) Group
Address:	1001 G St., NW, Washington, D.C. 20001
Date Prepared:	February 25, 2011 Solicitation Number: HSSCCG-11-R-00012
Service:	United States Department of Homeland Security, U. S. Citizenship and Immigration Services, Office of Information Technology, Sustainment Program Application Support.
Place of Performance:	Contractor-Supplied facilities and/or Government-Owned facilities (Washington DC metropolitan area)

(b)(4)



(b)(4)

CSC Small Business Subcontracting Plan (HSSCCG-11-J-00163)

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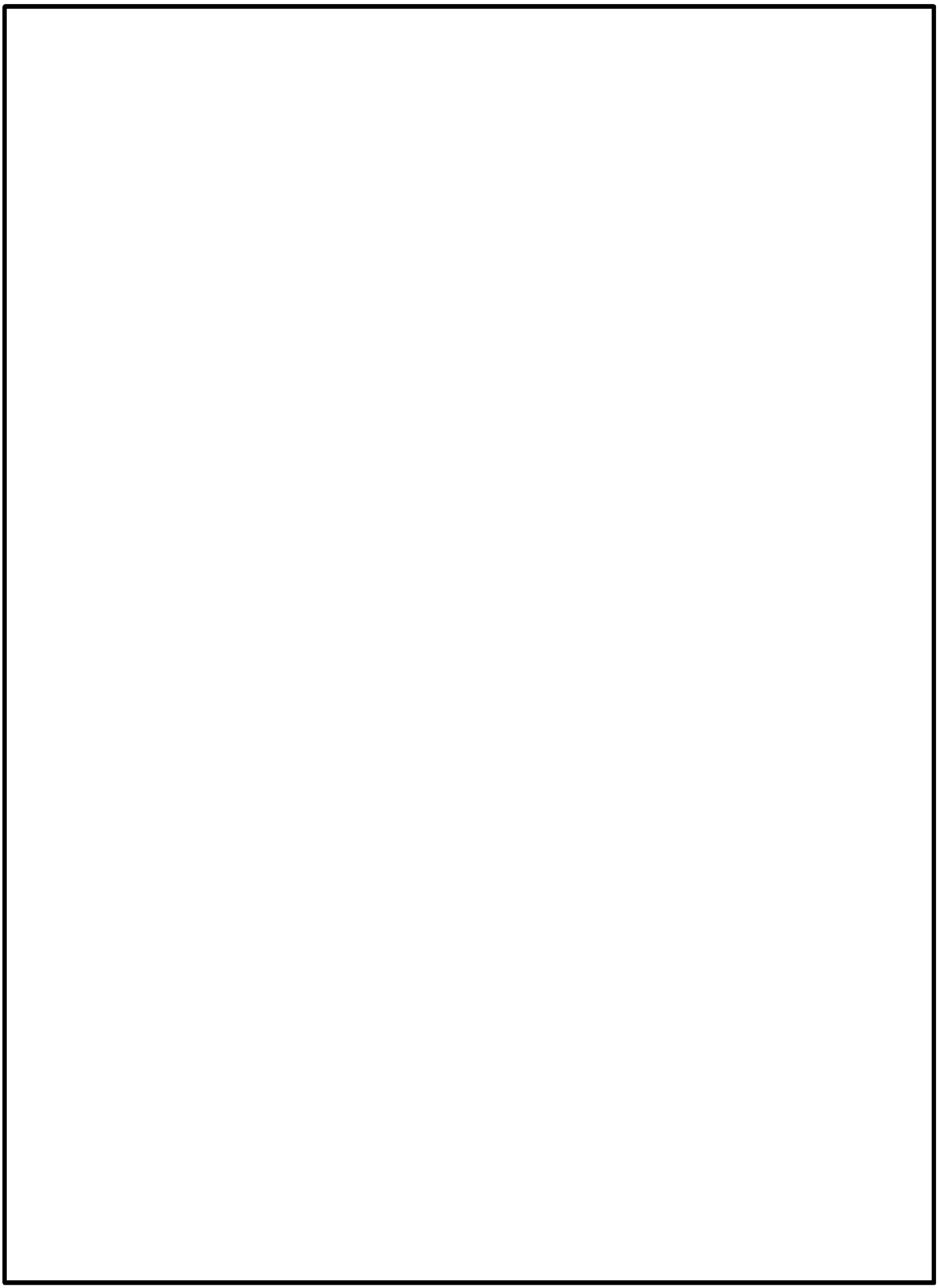
CSC Small Business Subcontracting Plan (HSSCCG-11-J-00163)



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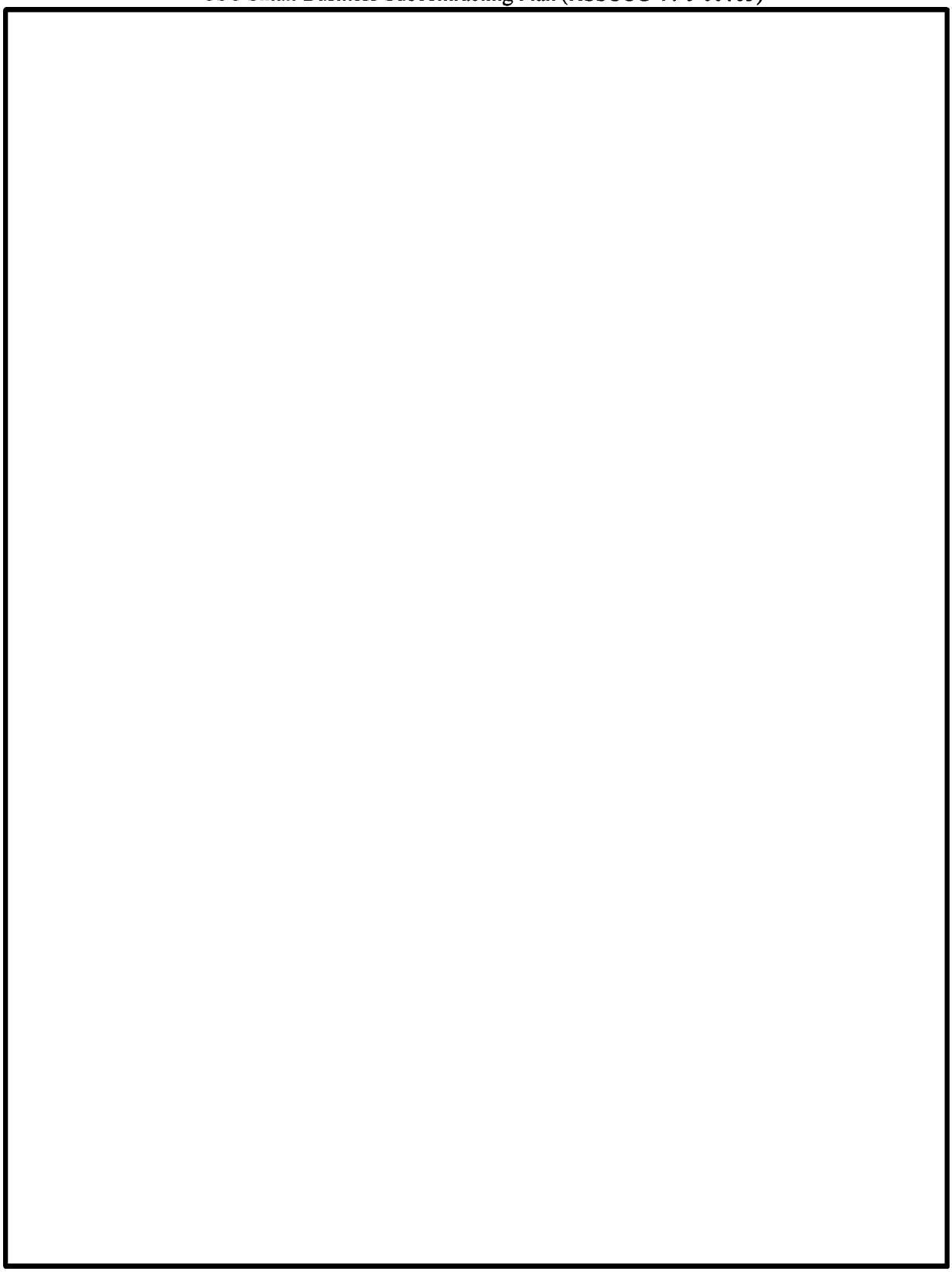
CSC Small Business Subcontracting Plan (HSSCCG-11-J-00163)



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Contract Data

(b)(4)

Application Support Center CLIN

(b)(4)

Customer Profile Management System (CPMS)

(b)(4)

Customer Profile Management System (CPMS)

Transformation Program Office (TPO)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 2

2. AMENDMENT/MODIFICATION NO	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO	5. PROJECT NO. (If applicable)
P00001	08/12/2011		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(x) 9A. AMENDMENT OF SOLICITATION NO

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

CODE [redacted] FACILITY CODE

(b)(4)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	Mutual Agreement of Parties (52.243-2 Changes - Cost Reimbursement)

(b)(4)

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

14. DESCRIPTION OF [illegible] ized by UCF section headings, including solicitation/contract subject matter where feasible.)
DUNS Number: [redacted]
AAP Number: 65207 DO/DPAS Rating: NONE
The Table of Contents is modified to include Appendix D - CSC Task Order Assumptions.
Additionally, the Task Order is modified to include the attached Appendix D.

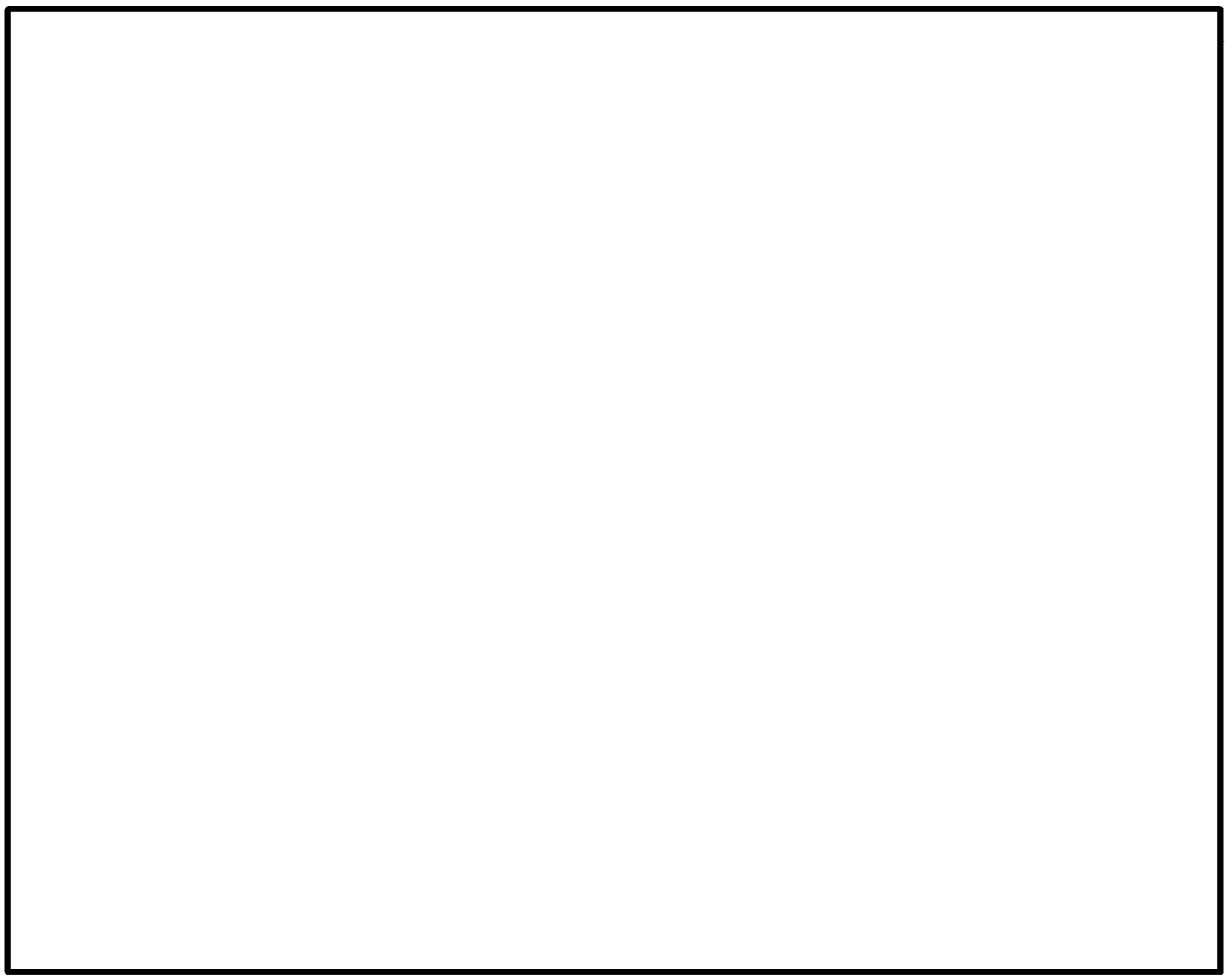
(b)(4)

(b)(6) Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF CONTRACTOR (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted]	Ned R. Ross
15C. DATE SIGNED: 8/12/11	16B. UNITED STATES OF AMERICA: Ned R. Ross (Signature of Contracting Officer)
	16C. DATE SIGNED: 8/12/11

NSN 7540-01-152-8070
Previous edition unusable

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



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 | 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00002	08/24/2011	FOR-11-0165	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
CODE [redacted] (b)(4) FACILITY CODE		10B. DATED (SEE ITEM 13) 08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $500,000.00
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	Mutual Agreement of Parties (52.243-2 Changes, Cost Reimbursement)

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

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

DUNS Number: [redacted] (b)(4)
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Supplemental Agreement for work within scope

Obligated Amount for this Modification: $500,000.00
New Total Obligated Amount for this Award: [redacted]
Incremental Funded Amount changed from: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 9AB
Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR/OFFEROR	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(4) (b)(6) CTS MANAGER	8/24/2011	Vernon Hadley 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	8-22-11

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Obligated Amount for this modification: $500,000.00 Incremental Funded Amount changed from [redacted] (b)(4)				
	NEW ACCOUNTING CODE ADDED: Account code: EXFD000 X01 EX 20-03-00-000 04-10-0020-00-00-00-00 GE-25-86-00 000000 Change Item 0009AB to read as follows(amount shown is the obligated amount): (b)(4)				
0009AB	Refugees, Asylum and Parole System (RAPS) Fully Funded Obligation Amoun[redacted] Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EXFD000 X01 EX 20-03-00-000 04-10-0020-00-00-00-00 GE-25-86-00 000000 Funded: $500,000.00 Invoices shall be for services incurred against the work performed during the previous month's period of performance which shall begin on the first day of CSC's fiscal month and end on the last day of CSC's fiscal month. Monthly invoice due date is hereby changed from the 10th to the 15th.				500,000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00003	08/31/2011	ASD110055 / ASD110005	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7 ADMINISTERED BY (If other than Item 6) CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) **9A. AMENDMENT OF SOLICITATION NO.**

9B DATED (SEE ITEM 11)

X **10A. MODIFICATION OF CONTRACT/ORDER NO.**
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $1,547,541.07
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14. PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) 52.232-22 - Limitation of Funds

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)
This modification is issued to add incremental funding as listed in each of the line items below.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Funding Only Action

Obligated Amount for this Modification: $1,547,541.07
New Total Obligated Amount changed:
from [redacted]

Continued ... (b)(4)

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Gale C. Bonnett	
15B. CONTRACTOR/OFFEROR	**15C. DATE SIGNED**	**16B. UNITED STATES OF AMERICA**	**16C. DATE SIGNED**
(Signature of person authorized to sign)		Gale C. Bonnett (Signature of Contracting Officer)	8/31/2011

NSN 7540-01-152-8070
Previous edition unusable

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Incremental Funded Amount changed: from [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 1AB Obligated Amount for this modification: [redacted] Incremental Funded Amount changed: from [redacted] NEW ACCOUNTING CODE ADDED: (b)(4) Account code: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Amount [redacted] (b)(4) NEW ACCOUNTING CODE ADDED: Account code: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Amount: [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 3AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed: from [redacted] NEW ACCOUNTING CODE ADDED: Account code: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Amount [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 3AE Obligated Amount for this modification: [redacted] Incremental Funded Amount changed: from [redacted] NEW ACCOUNTING CODE ADDED: Account code: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Amount: [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 8AB Obligated Amount for this modification: [redacted] Incremental Funded Amount changed: from [redacted] NEW ACCOUNTING CODE ADDED: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Account code: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Amount: [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 9AA Obligated Amount for this modification [redacted] Incremental Funded Amount changed: from [redacted] (b)(4) NEW ACCOUNTING CODE ADDED: Account code: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Amount: [redacted] (b)(4) Change Item 0001AB to read as follows(amount shown is the obligated amount):				(b)(4)
0001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount [redacted] Accounting Info: BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Change Item 0003AB to read as follows(amount shown is the obligated amount):	(b)(4)			
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCL40 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AE to read as follows(amount shown is the obligated amount): (b)(4)				(b)(4)
0003AE	InfoPass Fully Funded Obligation Amount: [redacted] Accounting Info: FELIFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AB to read as follows(amount shown is the obligated amount): (b)(4)				[redacted]
0008AB	Central Index System (CIS) Fully Funded Obligation Amount: [redacted] Accounting Info: BALCIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0009AA to read as follows(amount shown is the obligated amount): (b)(4)				
0009AA	Asylum Pre-Screening System (APSS) Fully Funded Obligation Amount: [redacted] Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00004	10/04/2011		

6. ISSUED BY CODE	7. ADMINISTERED BY (If other than item 6) CODE
CIS	CIS
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
	10B. DATED (SEE ITEM 13) 08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

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

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to remove Shivani Patel as the COTR, add Howard Lyn-Kew as the primary COTR and Clyde Rollins as the alternate COTR.

The attached list of Government Furnished Equipment is also hereby incorporated.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE

(b)(4)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] CONTRACTS LEAD	10/12/11	Gale C. Bonnett	10/12/2011
		16B. UNITED STATES OF AMERICA Gale C. Bonnett (Signature of Contracting Officer)	

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

Manufacturer	Model	Serial #	Description	CS Number
Dell	Latitude D600	13PKG31	Laptop	CS244465
Dell	Latitude D505	862TG51	Laptop	CS267100
Dell	Latitude D600	3R41541	Laptop	CS267121
Dell	EV620	CN-OGF4704864368C0894	Laptop	DHS00000000043234
Dell	EV620	CN-OGF4704864368C1119	Laptop	DHS00000000043235
Dell	Latitude D820	DFZRSB1	Laptop	DHS00000000043236
Dell	Latitude D820	2FZRSB1	Laptop	DHS00000000043237
Dell	Latitude D820	6FZRSB1	Laptop	DHS00000000043238
Dell	Latitude D820	18J2WC1	Laptop	DHS00000000043815
Dell	Latitude D430	H63Q3G1	Laptop	DHS00000000063380
Dell	D430	C63Q3G1	Laptop	DHS00000000063464
Dell	D430	G73Q3G1	Laptop	DHS00000000063465
Dell	D430	383Q3G1	Laptop	DHS00000000063466
Dell	D430	273Q3G1	Laptop	DHS00000000063467
Dell	D430	183Q3G1	Laptop	DHS00000000063468
Dell	Latitude D430	493Q3G1	Laptop	DHS00000000063484
Dell	D620	58M11C1	Laptop	DHS00000000066442
Dell	EV620	5BH63FI	Laptop	DHS00000000070204
Dell	Latitude D630	C6PSZD1	Laptop	DHS00000000073889
Dell	Latitude D620	38J2WC1	Laptop	DHS00000000074736
HP	2510	MXL9040XHF	Laptop	DHS00000000199644
HP	2510	MXL9040XJG	Laptop	DHS00000000199645
HP	2510	MXL8511MCJ	Laptop	DHS00000000199646
Dell	Precision M6300	BGB9LH1	Laptop	DHS00000000200118
HP	2510P	MXL8511MB5	Laptop	DHS00000000200335
HP	2510P	MXL9040XKK	Laptop	DHS00000000200336
HP	2510P	MXL8511M8G	Laptop	DHS00000000200339
HP	2510	MXL8511MC6	Laptop	DHS00000000200340
HP	2510	MXL8511MCV	Laptop	DHS00000000200342
HP	Compaq 2510p	MXL8511M98	Laptop	DHS00000000200344
Dell	Latitude D430	545RVD1	Laptop	DHS00000000200350
Dell	D430	FQ2NVD1	Laptop	DHS00000000200357
Dell	D430	JQ2NVD1	Laptop	DHS00000000200358
Dell	D430	JZDF0F1	Laptop	DHS00000000200359
Dell	D430	BXR60F1	Laptop	DHS00000000200903
DELL	Latitude D430	BXR60F1	Laptop	DHS00000000200903
Dell	Latitude D430	463Q3G1	Laptop	DHS00000000210243
Dell	D430	793Q3G1	Laptop	DHS00000000210244
Dell	Latitude E6500	B8M1QL1	Laptop	DHS00000000293546
Dell	Latitude E6500	B8L3QL1	Laptop	DHS00000000293547
Dell	E6500	35535L1	Laptop	DHS00000000296675
HP	Elitebook 2530P	MXL9161F3D	Laptop	DHS00000000299205
Dell	Latitude E6500	B8M2QL1	Laptop	DHS00000000300687
Dell	Latitude E6500	GQ8XML1	Laptop	DHS00000000302201
Dell	Latitude E6500	J16Jml1	Laptop	DHS00000000302202
Dell	Latitude D620	GW1H9C1	Laptop	US022134
Dell	Latitude D620	HW1H9C1	Laptop	US022135
Dell	Latitude D800	5PXDF61	Laptop	CS151763

Manufacturer	Model	Serial #	Description	CS Number
RIM	Blackberry 9650	A00000259E2E7F	Blackberry	DHS00000000200728
RIM	Blackberry 9650	A00000259E2ADE	Blackberry	DHS00000000200730
RIM	Blackberry 9650	A00000259E2B22	Blackberry	DHS00000000200732
RIM	Blackberry 8830	07609430997	Blackberry	DHS00000000210641
RIM	Blackberry 8830	07610821004	Blackberry	DHS00000000210652
RIM	Blackberry 9650	A00000259EB740	Blackberry	DHS00000000299595
RIM	Blackberry Curve 8330	268435457315359457	Cell Phone	DHS00000000199529
RIM	Blackberry Curve 8330	268435457315354393	Cell Phone	DHS00000000199931
RIM	Blackberry Curve 8330	268435457315359409	Cell Phone	DHS00000000199936
RIM	Blackberry Curve 8330	268435457315359407	Cell Phone	DHS00000000199937
RIM	Blackberry Curve 8330	268435457315359417	Cell Phone	DHS00000000199971
RIM	Blackberry Curve 8330	268435457315360046	Cell Phone	DHS00000000199972
RIM	Blackberry 8830	7609430942	Cell Phone	DHS00000000210644
RIM	Blackberry 9630	268435458811187181	Cell Phone	DHS00000000299175
RIM	Blackberry 9650	268435459703759627	Cell Phone	DHS00000000299373
RIM	Blackberry 9700	351937042993962	Cell Phone	DHS00000000299375
RIM	Blackberry 9650	A00000256D8A7E	Cell Phone	DHS00000000299376
RIM	Blackberry 9700	351937042224012	Cell Phone	DHS00000000299378
RIM	Blackberry 9700	351937042231629	Cell Phone	DHS00000000299381
RIM	Blackberry 9650	268435459702112001	Cell Phone	DHS00000000299382
RIM	Blackberry 9650	268435459702113287	Cell Phone	DHS00000000299384
RIM	Blackberry Tour 9630	268435458811186903	Cell Phone	DHS00000000299704
RIM	Blackberry 9630	A000002506EE0D	Cell Phone	DHS00000000299717
RIM	Blackberry Bold	268435458816513021	Cell Phone	DHS00000000299722
RIM	Blackberry 9650	A00000251E4B27	Cell Phone	DHS00000000299868
RIM	Blackberry 9650	A000002511503F	Cell Phone	DHS00000000299961
RIM	Blackberry 9650	A0000025114F6D	Cell Phone	DHS00000000304866

Token ID	Token Exp.
105679207	
113763324	
113459282	
27876929 / 34291600	
107567485	
107567800	
100560905	
107567444	
111590596	
105679464	
105678940	
109908358	
109301259	
100561036	
109301009	
101372585	
107567438	
111590598	
105678937	
111590314	
105679474	
43268101	
101372763	
101372490	
109300501	
105679209	
11590045	
109301251	2/23/2013
111590132	
105678720	
105678717	
113763323	
42266689	
107567545	
105678968	
107567535	
109301096	
102254955	
42266790	
111590280	
111590544	
101372501	
101372649	
107567447	
105679208	
101372640	
111676150	
42266984	
101372650	
105678718	
107567552	
109301257	
105678946	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00005	10/20/2011	TFM110110A	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516 (b)(4)	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-C-00163
CODE [redacted] FACILITY CODE		10B. DATED (SEE ITEM 13) 06/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule — Net Decrease: -$894,266.20

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.212-4(c) - Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to reallocate funding per from CLIN 0001AB (CPMS) to CLIN 0001AF (SNAP) and decreas the TPO funded CLIN 0001AF.1 (SNAP).

Totall funded amount of this contract has decreased by $894,266.20 from [redacted] to [redacted] (b)(4) (b)(4)

All other terms and conditions remain unchanged.

AAP Number: 65207 DO/DPAS Rating: NONE

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR/OFFEROR	15B. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] CONTRACTS LEAD	10/24/11	Gale C. Bonnett 16B. UNITED STATES OF AMERICA Gale C. Bonnett (Signature of Contracting Officer)	10/25/2011

(b)(4)

Previous edition unusable

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

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00005	2	2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 0001AB to read as follows(amount shown is the obligated amount):				
	(b)(4)				
0001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount				
	Accounting Info: BALCPMO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTWC 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTWO 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: -$894,266.20				
	Change Item 0001AF to read as follows(amount shown is the obligated amount):				
0001AF	Scheduling and Notification of Applicants for Processing (SNAP)				
	Accounting Info: ASCNTWO 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTWO 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $894,266.20				
	Change Item 0001AF.1 to read as follows(amount shown is the obligated amount):				
0001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) --TPO				
	Accounting Info: LSIMSCO OTT EX 20-06-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: -$894,266.20				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00006	11/07/2011	TFM110110A	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(x)	9A. AMENDMENT OF SOLICITATION NO
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
(b)(4)		10B. DATED (SEE ITEM 13) 08/05/2011
CODE [redacted] FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

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

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

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is clarify the Unit Price, Fixed Fee and Total cost for the 3 line items affected in modification P00005 as follows.

0001AB - There is no change in the unit price, fixed fee or total cost. $894,266.20 was moved from this CLIN to 0001AF. Net change i[redacted] New funded Cost [redacted] New Funded Fee: [redacted] Total funded for this CLIN is [redacted]

0001AF - Unit Price: [redacted] Fixed Fee: [redacted] Net increase $894,266.20. Total Cost and Funding: [redacted] (b)(4)

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
[redacted] CONTRACTS LEAD	Gale C. Bonnett	
15C. DATE SIGNED 11/21/11	16B. UNITED STATES OF AMERICA Gale C. Bonnett (Signature of Contracting Officer)	16C. DATE SIGNED 11/22/11

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	0001AF 1 - Unit Price [redacted] Fixed Fee: [redacted] Total Cost [redacted] Net decrease $894,266.20. Total Cost and Funding: [redacted] (b)(4)				
	Change the due date of the Monthly Status report from 12 working days following the Contractor's accounting period cut-off date to the 15th of each month along with the invoice.				
	All other terms and conditions remain unchanged.				
	AAP Number: 65207 DO/DPAS Rating: NONE				
	Change Item 0001AB to read as follows(amount shown is the obligated amount):				
0001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount: [redacted] (b)(4)				0.00
	Accounting Info: BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00				
	Change Item 0001AF to read as follows(amount shown is the obligated amount):				
0001AF	Scheduling and Notification of Applicants for Processing (SNAP)				0.00
	Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted]				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 0001AF.1 to read as follows(amount shown is the obligated amount):				
0001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) --TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 4

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00007	01/04/2012		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2, Changes
	D. OTHER (Specify type of modification and authority)

(b)(4)

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

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

DUNS Number: [redacted]

1. Releases that are designated as TPO releases (per ECN EVM Baseline form) are charged to appropriate application TPO SLIN.

2. Planning and Requirements level of effort work for TPO releases are charged to appropriate application TPO SLIN. If release is designated as TPO after planning and requirements work is performed and charged, then reassignment of charges to TPO after the fact may be required.

3. Subject matter expertise specifically requested to support TPO will be charged to TPO. This will occur only with direction from the IT PM, and concurrence from the COR who will

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] TRACTS LEAD	1/5/12	Vernon Hadley 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	6 Jan 2012

(b)(4) (b)(6)

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

provide the appropriate SLIN/SUB-SLIN to charge to (contract PM, operational support, security, or transition).

4. All other application contract PM, operational support, security, and transition work must be charged to the non-TPC SLINs.

5. The aforementioned instruction does not apply to SLINs that are wholly funded by TPC and do not require a TPC sub-SLIN for tracking TPC funding (such as EDMS).

6. The EDMS SUB-SLIN 0008AC.1 funding and value is reduced to $0.00. Funding and value is added to the EDMS SLIN 0008AC. 0008AC unit price will [redacted] the fixed fee will become [redacted] and the total cost will be [redacted] As a result, current funding is [redacted]

(b)(4)

7. The 0001AD SLIN funding and value is removed. Funding and value is added to the Claims 4 SLIN 0003AB. 0003AB unit price will be [redacted] the fixed fee will be [redacted] the total cost will be [redacted] As a result, funding for SLIN 0003AB is currently [redacted]

(b)(4)

SLIN 0003AF - Reengineered Naturalization Casework System (RNACS) SLIN description is hereby changed from 21 December 2011 to 31 January 2012.

SLIN 0009AC - Parole Case Tracking System (PCTS) SLIN description is hereby changed from 31 December 2011 to 30 June 2012. (b)(4)

Total Base Year Value: [redacted]
Total Base Year Funded Amount: [redacted]

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
Discount Terms:
Net 30
FOB: Destination

Change Item 0001AD to read as follows(amount shown is the obligated amount):

Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001AD	FD 258 Enterprise Edition (FD258 EE) Accounting Info: ASCNTWC 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 0003AB to read as follows(amount shown is the obligated amount):			(b)(4)	[redacted]
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amou[redacted] (b)(4) Accounting Info: BALCL4C 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-66-00 000000 Funded: $0.00 Accounting Info: FELFDSC 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-66-00 000000 Funded: $0.00 Accounting Info: ASCNTWC 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 0003AF to read as follows(amount shown is the obligated amount):				
0003AF	Reengineered Naturalization Casework System (RNACS) (up to Jan 31, 2012) Accounting Info: FELRNCC 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-66-00 000000 Funded: $0.00 Change Item 0009AC to read as follows(amount shown is the obligated amount):				
0009AC	Enterprise Document Management System (EDMS) - TPO***ALSC Accounting Info: EDMSOMO 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-66-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AC.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0008AC.	Enterprise Document Management System (EDMS) --TPC Fully Funded Obligation Amount$0.00 Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0009AC to read as follows(amount shown is the obligated amount):				
0009AC	Parole Case Tracking System (PCTS) (Up to Jun 30, 2012) Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 16

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00008	01/19/2012	OIT120007 and others	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $32,918,327.47

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.232-22, Limitation of Funds
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to add incremental funding per the below line items.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Funding Only Action (b)(4)

Total obligated amount of [redacted] for this order has Increased by $32,918,327.47 for a new total obligtated amount of [redacted]

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Vernon Hadley	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	1-19-2012

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Base Year Value: [redacted] (b)(4) Total Base Year Funding				
	CHANGES FOR LINE ITEM NUMBER: 1AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 2AA Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 2AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 2AC Obligated Amount for this modification: (b)(4) [redacted] Incremental Funded Amount changed from [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 3AA Obligated Amount for this modification: (b)(4) [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Incremental Funded Amount changed from (b)(4) [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 3AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 3AD Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 (b)(4) CHANGES FOR LINE ITEM NUMBER: 8AD Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 3AE Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITINFO0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 5AA Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted]				
	NEW ACCOUNTING CODE ADDED: Account code: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 5AB Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from (b)(4) [redacted] to [redacted]				
	CHANGES FOR ACCOUNTING CODE: BALICP0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	NEW ACCOUNTING CODE ADDED: Account code: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 6AA Obligated Amount for this modification: (b)(4) [redacted] Incremental Funded Amount changed from [redacted] to [redacted]				
	NEW ACCOUNTING CODE ADDED: Account code: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	CHANGES FOR LINE ITEM NUMBER: 7AA Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from (b)(4) [redacted] to [redacted]				
	NEW ACCOUNTING CODE ADDED: Account code: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	CHANGES FOR LINE ITEM NUMBER: 7AB Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from (b)(4) [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000a CHANGES FOR LINE ITEM NUMBER: 7AD Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 8AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 8AE Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 8AF Obligated Amount for this modification: (b)(4) [redacted] Incremental Funded Amount changed from [redacted] to [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	NEW ACCOUNTING CODE ADDED: Account code: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 8AG Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 8AH Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] to [redacted] NEW ACCOUNTING CODE ADDED: Account code: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 9AA Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] to [redacted] (b)(4) NEW ACCOUNTING CODE ADDED: Account code: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 9AB Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] to [redacted] (b)(4) NEW ACCOUNTING CODE ADDED: Account code: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 CHANGES FOR LINE ITEM NUMBER: 11 Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	to [redacted] (b)(4) NEW ACCOUNTING CODE ADDED: Account code: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Delivery: 365 Days After Award Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Change Item 0001AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0002AA to read as follows(amount shown is the obligated amount):				
0002AA	Customer Relationship Interface System (CRIS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0002AB to read as follows(amount shown is the obligated amount):				(b)(4)
0002AB	Customer Management Information System (CMIS) Fully Funded Obligation Amoun[redacted] Accounting Info: (b)(4) BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0002AC to read as follows(amount shown is the obligated amount):				
0002AC	National Customer Service Center (NCSC) Siebel Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 0003AA to read as follows(amount shown is the obligated amount):				
0003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Fully Funded Obligation Amoun[redacted] Accounting Info: (b)(4) BALC3P0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: BALCL30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCL40 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AD to read as follows(amount shown is the obligated amount):				
0003AD	Interim Case Management Solution (ICMS) Fully Funded Obligation Amoun [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: FELICM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AE to read as follows(amount shown is the obligated amount):				(b)(4)
0003AE	InfoPass Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FELIFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 0004AA to read as follows(amount shown is the obligated amount):				[redacted]
0004AA	Fraud Detection and National Security Data System (FDNS-DS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: HPFDNS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] Accounting Info: Continued ... (b)(4)				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				(b)(4)
	Change Item 0005AA to read as follows(amount shown is the obligated amount):				
0005AA	Electronic Filing (E-Filing) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FELRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 0005AB to read as follows(amount shown is the obligated amount):				
0005AB	Integrated Card Production System (ICPS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FESCDOC 000 EX 20-02-00-000 23-60-0100-10-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: BALICP0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)				
	Change Item 0006AA to read as follows(amount shown is the obligated amount):				
0006AA	Customer Service Web Portal (CSWP) Fully Funded Obligation Amount [redacted] (b)(4) Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: FEOWBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0007AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FERECS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 0007AB to read as follows(amount shown is the obligated amount):				
0007AB	SAS Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BARSMR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000a Funded [redacted] (b)(4) Change Item 0007AD to read as follows(amount shown is the obligated amount):				
0007AD	Kovair Fully Funded Obligation Amount [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AB to read as follows(amount shown is the obligated amount):				(b)(4)
0008AB	Central Index System (CIS) Fully Funded Obligation Amount$ [redacted] (b)(4) Accounting Info: BALCIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AC to read as follows(amount shown is the obligated amount):				[redacted]
0008AC	Enterprise Document Management System (EDMS) - TPO***ALSO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EEMSOm0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	EDMSOM0 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AD to read as follows(amount shown is the obligated amount):				(b)(4)
0008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Fully Funded Obligation Amount: [redacted] (b)(4) Accounting Info: FELERR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AE to read as follows(amount shown is the obligated amount):				[redacted]
0008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Fully Funded Obligation Amount: [redacted] (b)(4) Accounting Info: BALFIP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AF to read as follows(amount shown is the obligated amount):				
0008AF	Microfilm Digitization Application System (MiDAS) Fully Funded Obligation Amount: [redacted] (b)(4) Accounting Info: FELMFA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	FELMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AG to read as follows(amount shown is the obligated amount):				(b)(4)
0008AG	National File Tracking System (NFTS) Fully Funded Obligation Amour [redacted]	(b)(4)			[redacted]
	Accounting Info: BALNFT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AH to read as follows(amount shown is the obligated amount):				
0008AH	Scan on Demand Application (SODA) Fully Funded Obligation Amount [redacted] (b)(4)				
	Accounting Info: BALSOD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0009AA to read as follows(amount shown is the obligated amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
					(b)(4)
0009AA	Asylum Pre-Screening System (APSS) Fully Funded Obligation Amount (b)(4) Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4) Change Item 0009AB to read as follows(amount shown is the obligated amount):				
0009AB	Refugees, Asylum and Parole System (RAPS) Fully Funded Obligation Amoun (b)(4) Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EXFD000 X01 EX 20-03-00-000 04-10-0020-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded (b)(4) Change Item 0011 to read as follows(amount shown is the obligated amount):				
0011	Travel - NTE / ODC Fully Funded Obligation Amoun (b)(4) Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 | 5

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00009	03/06/2012	EDS-12-0016.1	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	
		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

(b)(4)

CODE	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted]

SECURITY REQUIREMENTS (b)(4)

GENERAL

U.S. Citizenship & Immigration Services (USCIS) has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive but unclassified information, and that the Contractor will adhere to the following:

SUITABILITY DETERMINATION

USCIS shall have and exercise full control over granting, denying, withholding or

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTS LEAD	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted]		Vernon Hadley
(b)(6) (b)(4)	15C. DATE SIGNED 8/7/12	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 3-8-12

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

terminating access of unescorted Contractor employees to government facilities and/or access of Contractor employees to sensitive but unclassified information, based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a USCIS facility without a favorable EOD decision or suitability determination by the Office of Security & Integrity (OSI).

BACKGROUND INVESTIGATIONS
Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information, shall undergo a position sensitivity analysis based on the duties, outlined in the Position Designation Determination (PDD) for Contractor Personnel, 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 OSI. Prospective Contractor employees shall submit the following completed forms to OSI through the COR no less than 30 days before the starting date of the contract or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 85P, "Questionnaire for Public Trust Positions"

2. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information

Continued ...

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Non-Disclosure Agreement" 3. FD Form 258, "Fingerprint Card" (2 copies) 4. Form DHS-11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act" 5. Position Designation Determination for Contract Personnel Form 6. Foreign National Relatives or Associates Statement Required forms will be provided by USCIS at the time of award of the contract. Only complete packages will be accepted by OSI. Specific instructions on submission of packages will be provided upon award of the contract. Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the US for three of the past five years, OSI may not be able to complete a satisfactory background investigation. In such cases, USCIS retains the right to deem an applicant as ineligible due to insufficient background information. EMPLOYMENT ELIGIBILITY The Contractor must agree that each employee working on this contract will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to USCIS for acts and omissions of his own employees and for any Subcontractor(s) and their employees to include financial responsibility for all damage or injury to persons or property resulting from the acts or omissions of the contractor's employees. Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract. Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	CONTINUED ELIGIBILITY If a prospective employee is found to be ineligible for access to USCIS facilities or information, the COR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract. USCIS reserves the right and prerogative to deny and/ or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom USCIS determines to present a risk of compromising sensitive but unclassified information to which he or she would have access under this contract. The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to USCIS OSI. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees¿ name and social security number, along with the adverse information being reported. OSI must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS issued identification cards and building passes, or those of terminated employees to the COR. If an identification card or building pass is not available to be returned, a report must be submitted to the COR, referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card. SECURITY MANAGEMENT The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with OSI through the COR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor. The COR and OSI shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COR determine that the Contractor is not complying Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	with the security requirements of this contract, the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements. 7. The requirements of DHS Sensitive Systems Policy Directive 4300A as it relates to section 2.1.8(f) are not required for this contract. All other terms and conditions remain unchanged. AAP Number: 65207 DO/DPAS Rating: NONE				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00010	03/28/2012		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
CIS		CIS	

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $280,000.00

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

CHECK ONE	
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	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to add additional FDNS-DS support work as stated in the attached statement of work. This CLIN is incrementally funded.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Change Order
Obligated Amount for this Modification: $280,000.00
[redacted] is moved from CLIN0003AF to CLIN0004AA

Total value of CLIN0004AA increased by [redacted] from [redacted] to [redacted]
CLIN0004AA Unit Price: [redacted] (b)(4)
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] RACTS LEAD	3/30/12	Vernon Hadley 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	3-29-12

Previous edition unusable

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	CLIN0004AA Fee: [redacted] Total funded amount for CLIN0004AA is [redacted] (b)(4) Total Base Year Funding Increased by $280,000.00 from [redacted] to $ [redacted] (b)(4) Total Base Year Value Increased by [redacted] from [redacted] to [redacted] (b)(4) Total Option year 1 CLIN1004AA Value increased by [redacted] from [redacted] to [redacted] Unit Price: [redacted] (b)(4) Fee: [redacted] Total Option year 2 CLIN2004AA Value increased by [redacted] from [redacted] to [redacted] Unit Price: [redacted] (b)(4) Fee: [redacted] Total Base plus Options Value Increased by [redacted] from [redacted] to [redacted] CHANGES FOR LINE ITEM NUMBER: 3AF Total Funded Amount changed from [redacted] to [redacted] (b)(4) Obligated Amount for this modification: [redacted] (b)(4) Change Item 0003AF to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AF	Reengineered Naturalization Casework System (RNACS) (up to Jan 31, 2012) Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0004AA to read as follows(amount shown is the obligated amount):				
0004AA	Fraud Detection and National Security Data System (FDNS-DS) Fully Funded Obligation Amoun [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: HPFDNS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: CISFDU0 PMO EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: FPD0000 PMO EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: FELRNCO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1004AA to read as follows(amount shown is the obligated amount):				
1004AA	Fraud Detection and National Security Data System (FDNS-DS) (b)(4) Amount [redacted] Option Line Item) Change Item 2004AA to read as follows(amount shown is the obligated amount):				0.00
2004AA	Fraud Detection and National Security Data System (FDNS-DS) Amount [redacted] Option Line Item) (b)(4)				0.00

U.S. Citizenship and Immigration Services

Office of Information Technology (OIT)

Sustainment Program Application Support (SPAS)

Statement of Work

Procurement Sensitive – See FAR 3.104

This document contains proprietary information related to the conduct of a Federal agency procurement, the disclosure of which is restricted by Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. 423). The unauthorized disclosure of such information may subject both the discloser and recipient of the information to contractual, civil, and/or criminal penalties as provided by law

1. Background

The Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) processes applications and petitions for immigration and citizenship benefits, promotes an awareness and understanding of citizenship, and ensures the integrity of the United States immigration system. These functions and processes include employment authorization, asylum, resident alien processing, and citizenship naturalization. The USCIS Office of Information Technology (OIT) provides and supports information technology that automates the business workflows and processes information and data needed to manage the immigration and citizenship benefits.

The OIT has developed an acquisition strategy to consolidate technical support services that specialize in the sustainment of critical business applications after they have passed from the acquisition phase and into the operations & maintenance (O&M) phase. By specializing in O&M tasks, numerous USCIS applications in operation can take advantage of a single consistent repeatable O&M approach, which will decrease the overall cost of maintaining applications and reduce costs associated with procuring individual contracts for the performance of same or similar duties.

2. Scope

The USCIS OIT Sustainment Program Application Support (SPAS) effort will provide IT sustainment services to business and other units with existing IT systems and applications in the O&M phase. Applications requiring sustainment services run the gamut of technology implementations that span trends from the 1970s to the present. Support required within this task order includes ad-hoc reporting; systems administration; research and analysis; application user support; database administration; corrective, adaptive, and relevance maintenance; project management; requirements collection, definition, and management; design, configuration management; testing; deployment support; application decommissioning; security remediation; and transition.

The Contractor shall upgrade, modify, operate, and maintain the applications within the scope of this SOW. Applications include, but are not limited to, complex mission-critical mainframe systems with multiple interfaces both within and external to USCIS; systems built with unsupported versions of Visual Basic; systems in various phases of integration with Lockbox; a web-portal based on Vignette; Siebel-based applications in need of upgrade and Section 508 compliance; and applications using Microsoft Access, Pervasive, SQL, or Oracle databases.

The Contractor shall create and maintain IT solutions under the governance of the USCIS Systems Engineering Lifecycle (SELC), to include preparation and delivery of documentation in accordance with USCIS SELC. If USCIS issues updated version(s) to the USCIS SELC, then the Contractor shall adhere to the most recently published updated version so that all subsequent new products, deliverables and services shall follow the format, content, and direction specified in the most recently published updated version of the USCIS SELC, as applicable.

The USCIS has instituted a Transformation Program, whereby a solutions architect will redefine USCIS business processes and the technology that support those processes. Many of the

applications within the scope of the Statement of Work (SOW) will be impacted by the transformation effort. The exact impact is not known at this time. It is possible that some of the applications may be decommissioned, some may migrate to the new solution, some may change their data interfaces, some may remain as-is, and new applications may transition to the O&M phase.

It is also possible that Comprehensive Immigration Reform may be initiated. The exact impact of the reform, if initiated, is not known as this time. It is possible that applications within the scope of this SOW may be impacted. Maintenance actions needed to respond to the Transformation Program and/or Comprehensive Immigration Reform are considered adaptive maintenance, and are covered within the scope of this SOW.

This Task Order includes Sub-SLINs arranged according to USCIS Transformation Program Office (TPO) Funding. In order to support TPO, Sub-SLINS are required to delineate TPO funds from other USCIS funding. At option exercise the Government will modify the task order to identify the TPO Sub-SLINS and their funding level.

This Task Order also includes Optional Surge CLINS (10% increase) in each period of performance. Surge is defined as new applications, releases in excess of SOW projections, and associated maintenance thereon, as well as, additional work caused by legislative and or geopolitical occurrences. The Contracting Officer may exercise the Optional Surge CLIN as many times as necessary so long as the ceiling is not exceeded

2.1 Place of Performance

The principal place of performance shall be at the Contractor provided work site. The off-site Contractor facility shall be in close proximity to the USCIS facility at 111 Massachusetts Ave NW, Washington D.C (within D.C. metropolitan area). Meetings generally take place at USCIS offices in the Washington, D.C. Metropolitan Area, including, but not limited to 20 Massachusetts Avenue, N.W.; and 111 Massachusetts Avenue, N.W., Washington DC. The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security.

Travel outside of the Metropolitan Washington, DC area may be required. In the event travel is required, travel shall not be performed in connection with this Task Order without prior approval in writing (Email for the request and approval is acceptable) of the Contracting Officer Technical Representative (COTR). The Contractor shall be reimbursed for travel in accordance with the Joint Federal Travel Regulations (JFTR). Upon completion of travel, all documentation associated with the respective travel shall be submitted with the invoices. Local travel (within 50 miles) under this Task Order will not be reimbursed. Local travel is defined as travel from the Contractor's offices that are within 50 miles of the DHS/USCIS/OIT facilities at 111 Massachusetts Avenue, N.W., Washington DC.

2.2 Period of Performance

The USCIS SPAS Task Order period of performance includes a twelve month base period with option periods extending up to 36 months. The specific period of performance is in the Task Order schedule.

3. Objective

The OIT is fully committed to supporting the business missions of Program Offices and Directorates throughout USCIS by providing Operations and Maintenance services for the Business Unit applications. The Contractor shall maintain applications so that the following business unit objectives can be achieved:

- Improve delivery of naturalization and immigration services.
- Improve delivery of information to customers.
- Provide and maintain benefits background check processing.
- Improve card production services.
- Provide accurate statistics and reports related to examination activities.
- Provide a user database of examination program cases, actions, and events that can be shared by USCIS mission areas.
- Allow authorized users located throughout the U.S. to simultaneously access centralized database information and search, add, modify and print records.
- Improve the security hardening of the systems and processes supporting the delivery of citizenship and immigration services.
- The Contractor shall support the following OIT Sustainment Program objectives:
- Migrate the performance of all maintenance activities through OIT virtualized servers.
- Improve the ability of the Government to track and monitor the cost and schedule of releases through EVM and other project management reporting.
- Improve the capabilities to transition existing applications to the SPAS Contractor.
- Ensure adequate communication between the SPAS and Transformation Program Office (TPO) Contractors occurs to support TPO systems development efforts.

4. Task Descriptions

The capabilities specified in this section are general requirements that are applicable to all USCIS information technology applications indicated below. In addition to the mandatory applications referenced below, new applications may come on board as part of USCIS initiatives such as Immigration Reform, Transformation, or due to migration from initial investment and development to O&M status. The USCIS information technology applications, described in more detail in Appendix A, that shall be considered MANDATORY applications to be supported under the tasks in this SOW are as follows:

- Asylum Pre-Screening System (APSS)
- Alien Change of Address Card (AR-11)
- Biometrics Benefits Report System (BBSS)
- Computer Linked Automated Information Management System 3 (CLAIMS 3)

- Computer Linked Automated Information Management System 4 (CLAIMS 4)
- FD-258 Mainframe Fingerprint Tracking System
- FD-258 Enterprise Edition Fingerprint Tracking System
- Central Index System (CIS)
- Customer Management Information System (CMIS)
- Customer Relationship Information System (CRIS)
- Customer Profile Management System (CPMS)
- Customer Service Web Portal (CSWP)
- Electronic Reading Room Document Preparing Project (ERRDPP)
- Fraud Detection and National Security - Data System (FDNS-DS)
- Enterprise Document Management System (EDMS)
- Electronic Filing (E-Filing)
- Enterprise CIS Consolidated Operational Repository (eCISCOR)
- Employment Application Admissions System (EASS)
- Fingerprint Masthead Notification System (FMNS)
- FOIA/PA Information Processing System (FIPS)
- InfoPass
- Integrated Card Production System (ICPS), includes ICPS Print Services (ICPS-PS), National Production System, (NPS), NPS Web
- Interim Case Management Solution (ICMS)
- Kovair
- Microfilm Digitization Application System (MiDAS)
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel)
- National File Tracking System (NFTS)
- Parole Case Tracking System (PCTS)
- Reengineered Naturalization Casework System (RNACS)
- Refugee Asylum and Parole System (RAPS)
- Remedy
- SAS
- Scan On Demand Application (SODA)
- Scheduling and Notification of Applicants for Processing (SNAP)

- Site Profile System (SPS)
- Visa Services

4.1 Task One: Contractor Program Management

While USCIS will provide management oversight, it is the responsibility of the Contractor to manage all corporate resources and supervise all Contractor staff in the performance of all work on this contract. The Contractor shall assign a Program Manager to this task who will manage the day-to-day activities of the Contractor staff. The Contractor Program Manager is the member of the Contractor's management team who has responsibility for the actual accomplishment of the SOW requirements for this Task Order. The Program Manager shall organize; direct and coordinate planning and execution of all Task Order activities, and will review the work of subordinates, including subcontractors, to ensure that the schedule, standards, and reporting responsibilities are met. The Program Manager shall integrate the Contractor's management and technical activities across the entire SPAS Task Order to ensure they are consistent. The Program Manager shall ensure that all work on this Task Order complies with terms and conditions and shall have access to contractor corporate senior leadership when necessary. The Contractor's Program Manager shall be the primary interface with the Contracting Officer (CO), COTR and SPAS Program Manager or designee(s). The Contractor's Program Manager shall attend monthly and weekly status meetings and ad hoc meetings as required (see Deliverables Schedule). The Contractor's Program Manager would not be involved in anything that would represent an Organizational Conflict of Interest.

4.1.1 Government Furnished Property (GFP) Tracking

All hardware and software associated with each application that the Contractor supports within the scope of this SOW shall be identified, logged, tracked and made available to the Government on a 24x7 basis in a searchable format. Associated hardware includes servers, equipment, and peripherals (excluding cabling), for each application regardless of the physical location. Associated software includes COTS, custom software, and development and engineering tools for each application regardless of physical location.

The Contractor shall alert Government Information Technology Project Managers (IT PMs), who manage the individual applications within the scope of this SOW when GFP maintenance agreements require renewal. When renewal is required the Contractor shall provide Government IT PMs the necessary information to enable Government IT PMs to submit acquisition packages to renew existing maintenance agreements and acquire new software and hardware. The Contractor shall provide specifications, and assist the IT PMs as needed in tracking the status of procurements.

The Contractor shall include in the monthly status reports timelines for GFP maintenance renewals and new GFP purchases associated with the applications within the scope of this SOW. Monthly report timelines shall include needed activities prior to submission and tracking activities after submission until the product arrives.

The Contractor shall coordinate with and provide information to Government inventory control personnel in support of annual inventories and other inventory control needs.

When tracking GFP, the Contractor shall provide the following information, as known:

- System
- Manufacturer
- Supplier
- Supplier POC information
- Purchase date
- Maintenance expiration date
- Type
- Quantity
- Description
- Cost of item
- Maintenance renewal cost
- Product ID/License key
- Customer Support/Service Identifier (CSI) Number
- Location

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, a method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on the data fields provided above. A Government-accepted GFP tracking method shall be in place within 5 months of contract award.

4.1.2 Program Research and Analysis

Problems, issues, and opportunities impacting SPAS applications as a whole or multiple SPAS applications may be researched, analyzed, and reported. This task may include assessments of emerging technologies that have a program-wide impact on applications within this Task Order. At the Government's direction, the Contractor shall:

- Provide analysis of enterprise data requirements, whether for enterprise reporting standardization initiatives, data warehousing initiatives, or transformation initiatives.
- Investigate and evaluate technologies that have the potential to improve development, test, deployment or operations of applications.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.

- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to research and analysis reports and briefings.

4.1.3 Establish and Maintain Maintenance Environment

The Contractor shall provide the technical expertise and services needed to install, manage, control the configuration, and operate a maintenance environment that will be used for maintenance-related coding and Functional Qualification Testing (FQT) for applications within the scope of this SOW. Within USCIS the maintenance environment is also known as an engineering environment, which is segregated from the production environment. The USCIS engineering environment is where development of new code baselines and modifications to existing code baselines takes place, as well as FQT. The USCIS production environment is where the operational systems reside. It is also where Systems Acceptance Tests (SAT) and User Acceptance Tests (UAT) take place.

The SPAS maintenance/engineering environment may be located at the Contractor site and/or external data centers. External data centers will have a segregated network specially designed for development and test activities, which the Contractor may be required to access remotely in order to satisfy the maintenance tasks in this SOW. Remote access is currently achieved through Citrix servers and the use of XenDesktop. The Contractor shall install, manage, and control configurations at both the contractor's site and remote engineering environments, to include remote virtual environments.

Where use of the remote engineering capabilities are not appropriate, the Contractor shall ensure development and FQT can be performed at the contractor site. Primary Contractor work, to include development and FQT activities, shall be performed on the DHS production network, which shall be accessed via circuits and switches provided by the Government. Network drops and cabling for computing equipment at the Contractor site shall be provided by the Contractor. Not all development and FQT work can be accomplished on the DHS production network, and some development and FQT activities will require a network segregated from the DHS network by firewalls. This is because administrative privileges and non-standard desktop images are required for the development and FQT activities that support some USCIS applications. An effort is underway to move all development and FQT activities to a data center where remote maintenance activities can occur. Until this is complete, the Contractor will be required to house a segregated lab for these activities. The Contractor shall:

- Coordinate with OIT security stakeholders to ensure the Contractor maintenance environment, as well as the entire Contractor work site facility, achieves Certification & Accreditation (C&A), and receives an Authority to Operate as an extranet site (reference Security Section).
- Develop and implement configuration control for the desktop images in the segregated Contractor development and FQT lab (configuration control for desktop images on the DHS production environment is maintained by the Government).
- Develop and institute controls to reduce the risk of malicious code entering the production environment through activities occurring in the maintenance environment.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to a maintenance environment (lab) at the Contractor site utilizing GFP, which shall be established within three months of contract award.

4.2 Task Two: Operational Tasks

The objective of the following tasks is to ensure the applications within the scope of this SOW maintain operational readiness. Although the Contractor will share responsibility for operational tasks with other vendors who support the production/operations environment at USCIS, the Contractor shall monitor and perform routine and corrective actions on applications that are in production while following established USCIS change and release management policies (reference Table 2: Reference Information), processes, and procedures. As the Contractor monitors the operational posture of applications, further evaluation and analysis may be authorized to ensure the continued sustainability of the applications. Monitoring and early warning will allow OIT to pro-actively plan and carry out maintenance activities.

4.2.1 Ad-Hoc Reporting

The Contractor shall provide scheduled and unscheduled reports derived from data contained in applications within the scope of this SOW. The requests for ad hoc reports may be initiated by stakeholders within or outside of OIT, such as Security, business units, Office of the Inspector General, and potentially members of Congress. The requests will vary in scope and complexity. The Contractor shall attend meetings as needed to obtain report requirements, review and research applicable available documentation, extract applicable database information required to assemble the report, and display the extracted information as required.

Deliverables (see Deliverables Schedule) included within this task include scheduled and unscheduled Ad Hoc Reports.

4.2.2 System Administration

The Contractor shall provide system administration services for the applications within the scope of this SOW, which includes the current application portfolio and any new applications introduced to the sustainment phase. These activities shall include a supporting role of the ongoing monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, and system and data archiving. The system administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). System administration support for the production environment shall be provided by data center personnel, not by the Contractor. The production environment retains system administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol. The Contractor shall provide system administrators for CLAIMS 3 in the production and engineering environments.

A System Workload Analysis Document (SWAD) should be created prior to standing up an application in the USCIS production environment; however, many of the applications within the scope of this SOW do not have a SWAD, and if existing, do not represent current usage metrics. The Contractors shall create a new SWAD for applications that do not currently have one and rebaseline existing SWADs. The SWADs must be complete or rebaselined within 90 days of

contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies). The Contractor shall:

- Monitor application and provide problem resolution and support for applications within the scope of this SOW.
- Identify when USCIS infrastructure problems impact applications within the scope of this SOW and notify appropriate stakeholders to begin remedy procedures.
- Provide technical assistance to infrastructure stakeholders to resolve failures or address LAN related issues, and support incident management and problem management activities.
- Perform production control activities such as the support of cyclical changes to operational workloads, data administration, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, setup and verification of files and programs for the execution of production runs specific to the applicable system.
- Coordinate with application and database backups with Data Center staff.
- Support the development of contingency plans, including disaster recovery and COOP testing, and operation failover testing consisting of documented contingency plans. The Contractor may be required to develop contingency plans for USCIS IT applications.
- Support the execution of emergency backups in coordination with other infrastructure operational components and/or DHS data center specific requirements.
- Analyze, compile, and aggregate data gathered from disparate databases and application platforms required to feed information systems to produce statistical, workload, and trend analysis reports.
- Monitor application and database servers and troubleshoot/resolve issues.
- Install or coordinate the installation of applications and databases needed for maintenance activities, Functional Qualification Testing (FQT), Independent Test & Evaluation (T&E), and production/operations, regardless of the physical location of the application and database servers.
- Coordinate OS upgrades, patches, fixes, and testing with Data Center staff.
- Provide advice and implementation support to address application high availability issues and requirements.
- Monitor application usage and storage, and provide advance warning when thresholds are reached.
- Monitor the Infrastructure as a Service dashboard to collect key performance indicators for maintenance purposes and include relevant statistics in the monthly status report. Develop data requirements based on unmet monitoring needs for submission to Infrastructure team as needed to improve visibility into application performance, usage, and capacity.

- Ensure the Systems Administration & Operations Manual (SOAM) for each application is updated with each application release, and create systems administration manuals for those applications that do not currently have one.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- New or rebaselined SWADs for each application within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).
- Systems Administration & Operations Manual (SOAM) for each application, updated at each release (or newly created per application project plan if not previously existing).

4.2.3 Application User Support

The Contractor shall provide application support to end users by responding to user-initiated service-desk requests that are referred to Tier 2 and/or Tier 3 support for application-related problems; developing and updating user manuals; developing and updating training; and delivering training.

The Government IT PM for each application establishes the protocol for interfacing with the service-desk for tier 2 and 3 application support, defining the necessary queues, and working with the Contractor to define points of contact for the queues. The Contractor shall use the Government-supplied service desk management tool, currently Remedy, to monitor the service-desk queues. The hours required for monitoring and responding to service desk tickets (consistent with the Government holiday schedule) varies among the applications. Appendix 2: Application Support Summary, defines the Tier 2/3 service desk operating hours for each application. Key application support personnel must be accessible (via pager after normal business hours) in the event of a critical emergency. The Contractor shall respond to service requests appearing in the Contractor's queue. Response constitutes either a Remedy e-mail notification back to the initiator with receipt acknowledgement and the next course of action; an indication of resolution in Remedy; or assignment to the appropriate queue for further action, as appropriate. After proper diagnosis of the service request, the team shall also be required to indicate resolution or remedy, or assign the ticket to the appropriate queue for further action, as appropriate, and describe in Remedy the Contractor's course of action. The Contractor shall:

- Support the IT PM in developing processes, procedures, and instructions for a seamless working environment between the Tier 1 service desk and Contractor supported Tier 2 and Tier 3 work environments to reduce response times in the service and operating model.
- Support/provide training for USCIS service desk personnel to be able to handle routine problems associated with applications at the Tier 1 level to reduce the strain on the Tier 2 and Tier 3 support requirements. Support includes providing training as required for the service desk and updates to the knowledge management system.
- Identify Tier 2 and Tier 3 service desk points of contact for each application within the scope of this SOW.
- Analyze Tier 2 and 3 service-desk tickets to determine if requests are the result of a bug or error, user knowledge or skills deficit, or an application usability issue.

- Recommend System Change Requests (SCR) to Government IT PMs when bugs/errors and usability issues are discovered.
- Interface with user to provide usability workarounds and resolve knowledge/skills issues.
- Create and/or update user manuals so that they are kept current with the state of the application.
- Create and/or update training and job aids so that they are kept current with the state of the application.
- Create, operate, and maintain training servers and the scenario/workflows used in training.
- Create, update, and maintain training databases.
- Design, develop, and conduct task-centric training on applications, to include training-related artifacts.
- Design, develop, update, and upload task-centric computer-based training on the use of applications that resides on the USCIS Learning Management System (LMS), currently EdVantage. If source code is not provided, contractor shall create new training using the Learning Content Management System (LCMS) provided by USCIS, currently OutStart Evolution.
- Upon request, design and develop task-centric on-demand help and/or training for applications so that users can access training through the application as needed.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- User Manuals created or updated as needed when the application changes, (delivered in MS Word version consistent with USCIS version at time of delivery).
- Training Artifacts created or updated as needed when the application changes.
- Job-Aids created or updated as needed when the application changes.
- Application-delivered on-demand help created or updated as needed when the application changes.
- Application-delivered on-demand training created or updated as needed when the application changes.
- Computer-based training created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.

4.2.4 Database Administration

The Contractor shall provide installation, configuration, tuning, maintenance, and routine patching of databases for applications within the scope of this SOW. The database administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). The database administration support for the production environment shall be provided by data center personnel, not the Contractor. The production environment retains database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception

to this protocol. The Contractor shall provide database administrators for CLAIMS 3 in the production and engineering environments.

The Contractor shall routinely evaluate the need to upgrade database servers and software while determining compatibility with current application versions. When upgrades are approved, the Contractor shall plan and coordinate the upgrades with the relevant stakeholders.

The Contractor shall configure database environments, or support other parties who will configure those environments, for Functional Qualification Testing (FQT); Independent Test & Evaluation (T&E); user acceptance testing; integration testing; database security testing; installation/migration testing; configuration/compatibility testing; and performance, load, and stress testing, as requested. When the servers have been configured, stabilized, and certified for production use by USCIS, the Contractor shall support the migration of databases from the non-production to the production environment, if needed. The Contractor shall:

- Provide database administration support and problem resolution support for multiple database environments, whether within USCIS or between USCIS and other Federal agencies.
- Provide configuration, tuning, and hardware, software and system maintenance on servers which host USCIS databases at USCIS data centers.
- Support planned migrations and upgrades of databases.
- Interface with database vendor(s) for technical support.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application database is updated with each application release, with the following content:
  - Startup/shutdown procedures for managed databases
  - Performance analysis and reporting, both regularly-scheduled and on-demand
  - Specified database patch history logs
  - Account management/User ID procedures.
  - Full backup & recovery procedures and scripts

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, Systems Administration & Operations Manual (SOAM) that is updated with database maintenance information for each application.

4.2.5 Application Research and Analysis

While conducting routine and ad hoc system administration tasks, performance, reliability, operability, maintainability, security, data quality, and other operational problems or issues may be identified by the Contractor and made known to the Government. As directed by the Government, the Contractor shall perform further analysis to identify potential improvements and problem or issue resolution. The Contractor shall:

- Provide analysis of user data requirements, selection of appropriate databases, and evaluation of the completeness, consistency, and validity of data contained in the databases.

- Investigate and evaluate technologies that have the potential to improve application and database operations and/or resolve problems or issues.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Identify the most 508 compliant of the assessed technologies.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.
- Perform Operational Analysis annually on each application (see Operational Analysis)

Deliverables (See Deliverables Schedule) included within this task may include, but are not limited to:

- Research and analysis reports and briefings.
- Section 508 Determinations & Findings Form indicating results of Section 508 market research.

4.3 Task Three: Maintenance Tasks

While performing scheduled, unscheduled, routine and ad hoc operational duties, application maintenance actions may be identified. Needed actions that are approved become maintenance tasks, and fall within the governance structure of USCIS SELC and Change Control and Release Management (CCRM). Maintenance tasks may also arise based on needs of OIT and business stakeholders. Maintenance activities are categorized as *corrective, adaptive, or relevance*, as described below:

- **Corrective Maintenance:** Correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors.
- **The Adaptive Maintenance:** Upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes.
- **Relevance Maintenance:** Accommodate new or changed user requirements or to increase the application performance or enhance its user interface.

When corrective maintenance fits the CCRM criteria of "emergency" it may be exempt from many of the maintenance tasks described herein due to the abbreviated timeline needed to deploy

the emergency build. Otherwise, the Contractor shall perform the tasks in this section based on the direction of the Government project manager (IT PMs) and USCIS SELC guidance.

The Contractor shall submit document deliverable items required by USCIS SELC as specified in Project Tailoring Reviews to the USCIS electronic document library. The Contractor shall comply with a standard and accessible change control process in accordance with USCIS OIT CCRM policy. A change is an addition, modification, or removal of approved, supported, or baseline hardware, network, software, application, system, image, or associated documentation.

4.3.1 Project Management

The Contractor shall provide project management and administrative support to the Government IT Project Managers for the various applications named within the scope of this SOW. Each of the Government IT PMs are simultaneously tasked to work with their respective business units in the accomplishment of application O&M. Business unit stakeholders will often accompany IT PMs to meetings in order to provide further clarification of user requirements and needed functionality. The purpose of the Contractor Project Manager is to support the timely execution of application releases by managing internal Contractor resources assigned to the release, and to assist the Government IT PMs in their cross-organizational management of releases. The Contractor shall institute risk management best practices, and shall document and track risks; develop risk mitigation strategies; and support risk management practices so that risks do not become issues. The contractor shall provide the Government real-time access to their risk management tool through an automated process, such as Share Point.

The Contractor shall also produce and update project schedules and shall report and account for project costs incurred within the scope of this contract. Schedules and costs shall be reported, tracked, and managed with a Government-provided project management tool (currently MS Project Server). The Contractor shall establish columns in MS Project for the calculation of EVM data associated with calculating and displaying cost and schedule variances, and for calculating the Cost Performance Index (CPI) and the Schedule Performance Index (SPI). The purpose of using MS Project is to provide a day-to-day management tool for IT PMs. The Contractor shall support the IT PMs in setting up MS Project projects for each application release. The EVM data calculated in MS Project shall support and be consistent with the monthly EVM reports as described below. The EVM data in MS Project may be required to be updated outside of the aforementioned reports at closer intervals, at the direction of the Government IT PMs, either weekly or bi-weekly as directed by the IT PM. Projects with compressed release schedules will require more frequent reporting than other projects. The MS Project shall show planned versus actual dates for the accomplishment of tasks per the WBS. In addition, the Contractor shall perform the actions needed to ensure the application project data is input into the USCIS OIT integrated master schedule for IT projects, at the WBS level required by the integrated master schedule. The integrated master schedule will help to communicate the resources needed throughout OIT to support planned releases.

The Contractor shall:

- Use risk management and tacking systems and software to provide risk management services.
- Provide overall project management assistance, including project planning, tracking, budgeting, and scheduling.

- Provide Rough Order of Magnitude (ROM) cost and schedule estimates for proposed application changes and other maintenance-related tasks.
- Use government furnished project management and tracking systems and software to provide acquisition schedules, timelines, project briefings, tracking reports, and application status reports to facilitate and monitor project progress.
- Track and report project performance using EVM data
- Input project schedules into integrated master schedule.
- Maintain historical databases and electronic records to better track and compare project progress.
- Utilize, as appropriate, knowledge management and other tools and methodologies for collaboration, document, and data management tracking, verification, and reporting.
- Ensure compliance with applicable laws, regulations, security requirements and contractual terms. Bring to the attention of the appropriate USCIS OIT manager the impact of new or changing laws, regulations, security requirements, and contractual terms.
- Identify methodologies to identify project performance and quality problems leading to early and effective corrective action.
- Provide recommendations and briefings related to improving application performance and supportability.
- Provide data and services for completing the Next Generation Program Reporting Form (nPRS) on behalf of Government IT PMs for those applications within the scope of this SOW that are subject to OMB Exhibit 300 and OMB Exhibit 53 reporting (reference Table 2: Reference Information) requirements [currently CSWP, FIPS, NFTS, CLAIMS 3, CLAIMS 4, and Biometrics (BBSS and CPMS)].
- Acquire access privileges to enterprise project management tools and databases (including, but not limited to, Kovair, MS Project Server, Information Technology Document Library (ITDL), and Remedy).

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Project Management Plans (PMP) for each planned release.
- Government-approved Work Breakdown Structure (WBS) for each release.
- Project schedule maintained in a Government-furnished project management application (i.e. MS Project or other application as specified and provided by the Government) that accounts for schedule duration, milestones that align with USCIS SELC phases as proscribed in release tailoring reviews, planned start and end dates, actual start and end dates, and other EVM-related data as described in the Earned Value Management Section.
- Section 508 Determinations & Findings Form for each release (to be supplied for Government signatures). This is a pre-printed form that is part of USCIS SELC.
- Planning Review Briefing for each USCIS SELC Planning Review.

- Risks, risk status, and risk mitigation strategies for each application release.

4.3.2 Requirements Collection, Definition, and Management

The Contractor shall provide support for the identification, collection, and documentation of requirements that support proposed or approved system change requests for the applications within the scope of this SOW. The requirements must meet USCIS quality criteria and be testable, and must be traced to business requirements, to design elements, to code units, and to tests. The Contractor shall provide configuration management services to ensure traceability and to manage requirements change. The Contractor shall:

- Attend System Change Request (SCR) reviews [such as Customer Review Boards (CRB)] on behalf of or in conjunction with IT PMs as needed
- Attend Change Control Board (CCB) meetings on behalf of or in conjunction with IT PMs as needed

The Contractor shall use a Government-furnished Requirements Management Tool for the management of the requirements. Currently, the Government uses Kovair Requirements Management as a control environment for requirements.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- System Requirements Document (SRD) created or updated for each release.
- Requirements Traceability Matrix (RTM) created or updated for each release.
- Requirements Review Briefing for each USCIS SELC Requirements Review.

4.3.3 Design

The Contractor shall engineer and re-engineer, as applicable, application design as a result of approved changes to applications within the scope of this SOW. Application design changes shall be documented, and design elements must be categorized as individual objects and traced to the requirements they support. Design may include user interface mock-ups, detailed use cases describing system behavior, modeling languages such as Unified Modeling Language (UML) or Business Process Modeling Notation (BPMN), data models, and/or context and architectural diagrams.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Design Document (DD) created or updated for each release.
- Design Review Briefing for each USCIS SELC Preliminary and Final Architecture Design Review.

4.3.4 Software Maintenance

The Contractor shall fully maintain USCIS applications as required by this Statement of Work. Operating assets require modification to accommodate bugs and errors, legislative changes, changes to the business context, evolving user needs, and advances in technology. Operating assets in the production environment require approved System Change Requests (SCR) before changes to baseline code can be implemented. The Contractor may also be required to make

configuration changes to applications, which do not require changes to the code baseline. The Contractor shall document approved changes in accordance with the USCIS SELC. The documentation items are identified at SELC tailoring reviews when changes are packaged into releases. The Contractor shall apply configuration management services to ensure system, application, subsystem, and component integrity as a technology change moves through the maintenance (development/test), staging, and production environments.

Prior to the start of a release, the Contractor and the USCIS Project Manager shall agree on the maintenance type (corrective, adaptive, or relevance) and scale of the modification, which may be defined as minor, moderate, or major..

The following table provides guidelines for estimating the resources (for EVM purposes) required to perform the work associated with an approved SCR. The Contractor shall provide to the IT PM project management support needed for the execution of release specific project management functions as described the Project Section. The number of releases (by type) a given application is likely to require in a given year are estimated in Appendix 2: Application Support Table.

Type of Release	Estimated Level of Effort
Minor	001-750 Hours
Moderate	751- 3000 Hours
Major	3001-6000 Hours

When a major change is deployed, the Contractor shall provide 24 x 7 coverage beginning with the deployment date and lasting three days.

4.3.5 Corrective Maintenance

The Contractor shall perform corrective maintenance to identify the source, then correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors. Activities associated with corrective maintenance shall include the following:

- Perform emergency repairs when immediate correction is necessary to continue user service.
- Perform corrective coding to reflect the specifications or to correctly utilize system resources.
- Perform unit testing to verify that corrective coding and emergency repairs adhere to specifications.
- Conduct problem analysis and resolution.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.6 Adaptive Maintenance

The Contractor shall perform adaptive maintenance to upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes. Activities associated with adaptive maintenance shall include, at a minimum, the following:

- Modify an application and/or subsystem, component, hardware, software, or utility as needed to ensure continued operability when a condition in the operating environment changes.
- Modify baseline application code to change functionality or business processes.
- Replace unsupportable software and hardware with new versions of the same technology or completely new technology solutions where practical.
- Perform unit testing to verify that adaptive maintenance actions adhere to requirements and design specifications.

Enhancements, adaptations, or modifications to applications within the scope of this SOW may, with minimal forewarning, be imposed upon USCIS OIT by the White House, Congressional actions, the Office of the Inspector General, USCIS senior officials, or by other USCIS emergency or operational imperatives. The Contractor must have the ability to responsively comply with these special requests, inquiries, studies, and/or tasks required to maintain relevant system functionality.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.7 Relevance Maintenance

The Contractor shall perform relevance maintenance to accommodate new or changed user requirements or to increase the application performance or enhance its user interface. Relevance maintenance shall include but not be limited to the following:

- Perform hardware or software upgrades or conversions to improve performance.
- Redesign activities that modify functionality and/or produce technical improvements to enhance software and security.
- Perform modifications to the systems due to changes in reporting requirements, data edits, etc.
- Modify baseline application code to enhance the user experience, change functionality or business processes, or improve performance.

- Perform unit testing to verify that relevance maintenance actions adhere to requirements and design specifications.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.8 Testing

The Contractor shall verify that the outputs from corrective, adaptive, and relevance maintenance tasks meet approved requirements, while not affecting functionality outside of the approved changes. As a part of this task, the Contractor shall perform Section 508 and Functional Qualification Tests (FQT) utilizing Government-furnished tools to demonstrate that a system, application, subsystem, or component performs in accordance with the objectives outlined in the original design and satisfies requirements prior to delivery to the Government. The test task requires the Contractor to create test plans, procedures, and documentation to verify the proper functioning of Contractor created or modified code. Regression testing may occur to ensure maintenance activities did not disrupt existing functionality.

After code delivery, the Contractor shall interface with Government, other support contractors, and third-party vendors throughout system integration, system acceptance testing, Section 508, and user acceptance testing. The Contractor shall provide support to Independent T&E teams to properly build applications in the various test environments. Application support may be required at user acceptance sites. The Contractor shall support the business need for User Acceptance tests by supporting the creation of test scripts and scenarios for these tests. The Contractor shall create and deliver new builds as needed to correct deficiencies found by the Independent T&E team. The Contractor shall track defects found throughout the application lifecycle, and record defects in Government-supplied defect tracking tool, currently "Tracker".

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Plan (DTP) for each release.
- Development Test Analysis Report (DTAR) for each release.
- Section 508 Test Document as directed.
- Test Readiness Review (TRR) Briefing for each USCIS SELC TRR.

4.3.9 Deployment

The Contractor shall support the deployment of application changes by coordinating and collaborating with OIT stakeholders responsible for migrating contractor modified code from the Contractor maintenance environment, or data center development and test environments, to the production and staging environments. The Contractor shall provide verbal directions that supplement written installation instructions provided in the Version Description Document (VDD) in order to support the build of applications, subsystems, and components within the scope of this SOW.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Deployment Plan for releases, as required.

- Version Description Document (VDD) for each release.
- Release Readiness Review (RRR) Briefing for each USCIS SELC RRR.
- Updated software configuration baselines using Government-furnished version manager.

4.3.10 Post-Deployment

The Contractor shall support activities associated with a release after deployment when there are problems or issues with the content of the release. Post-deployment activities typically involve defect or problem diagnosis, problem resolution, and corrective actions that may result in emergency releases. Emergency releases resulting from a defect typically do not require USCIS SELC documentation, and do not require further USCIS SELC accountability. Emergency releases of this type are considered post-deployment actions and fall within this subtask. Defect correction activities (also categorized as corrective maintenance) that are rolled into succeeding releases that are not classified as emergency releases, but are rather part of a minor or major release, should not be considered a post-deployment action.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Analysis Report (DTAR) for each emergency release.
- Version Description Document (VDD) for each emergency release.
- Root Cause Analysis, as requested.

4.3.11 Decommissioning

The Contractor shall perform needed functions to decommission applications that are within the scope of this SOW upon Government direction when they reach the end of their useful life. The Contractor shall support efforts to analyze the impact of the decommissioning on current users as well as the impact on other systems, applications, subsystems, and components with which the decommissioned application interfaces. The Contractor shall plan for and execute the migration and/or storage of data as needed; coordinate with the appropriate stakeholders to ensure GFP is returned to the Government, and that privacy and Government data is wiped from disposed and excess equipment. Decommissioning activities are projects unto themselves, and as such are subject to the same type of project management activities as required for releases.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Disposition Plan.

4.4 Task Four: Security Remediation

The objective of the Security Remediation task is to ensure all of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A. The Department of Homeland Security 4300A requires that an Authority to Operate (ATO) is granted every three years, with an annual refresh. For planning purposes, consider performing 12 ATO's per year, however the actual number may vary depending on ATO expiration. The C&A process and its related documentation is required to achieve the ATO. For further information see NIST 800-37, and Office of Management and Budget (OMB) Memorandum 10-15.

4.4.1 Information Systems Security Official Support

To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for all applications within scope of this SOW. Contractor-provided ISSO support shall interface with the USCIS OIT representative to ensure that the requirements identified in DHS 4300A, description of ISSO responsibilities are fulfilled. The Contractor ISSOs shall:

- Prepare required documentation to support the USCIS C&A process as required by the Government.
- Provide localized security training as directed by the Chief Information Security Officer (CISO) or Information System Security Manager (ISSM).
- Provide monthly status reports of all Plan of Action and Milestones (POA&M) related to each application.
- Provide monthly status report of annual assessments performed.
- Report all Information Security and Privacy Data incidents, as required.
- Perform duties as described in the ISSO designation letter.

The Contractor shall provide support to the OIT Information Systems Security Manager (ISSM) in meeting the information security requirements for USCIS data processing installations. The Contractor shall assist the ISSM with the management and administration of USCIS IT application systems operations and ensuring compliance with Federal security regulations, policies, guidelines, and applicable National Institute of Standards and Technology (NIST) standards.

The ISSO is responsible for creating, updating, and maintaining the documents associated with the C&A and for the continuous monitoring of applications within the scope of this SOW [classified as Sensitive But Unclassified (SBU)]. Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan (SSP)
- Security Test and Evaluation (ST&E) Plan
- Security Assessment Report (SAR)
- Signed Accreditation Letter [Authority to Operate (ATO)]
- Contingency Plan (CP)
- Contingency Plan Test (CPT) Results
- FIPS 199
- E-Authentication
- Privacy Threat Assessment (PTA)

4.4.2 Security for Information Technology Resources

All services, hardware, and software provided under this SOW must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program; 4300A Sensitive Systems Policy and Handbook; and Homeland Security Acquisition Regulation (HSAR) Section 3052.204-70, Security Requirements for Unclassified Information Technology Resources.

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

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

- Submit for approval a SSP within 30 calendar days after contract award, which shall be consistent with and further detail the approach contained in the Contractor's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.
- Ensure the SSP complies with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.
- Ensure the SSP includes instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

Within 90 calendar days of receiving from the Government, circuits and equipment used for establishing extranet connections, the Contractor shall submit written proof of IT Security Accreditation to DHS for approval by the Certifying Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

It is estimated that it will take 6 weeks to create the initial Certification & Accreditation (C&A) artifacts and review the artifacts. The Contractor shall create the C&A artifacts and USCIS OIT will review the artifacts. Certification takes approximately 30 days: 10 days to produce a test plan, 10 days for testing, 10 days for analysis and reporting. During the final 4 weeks, security testing will occur. The Contractor shall update the System Security Plan with the results from the security testing in step two, open plans of actions and milestones, and forward any risk acceptance documentation (if required). OIT will prepare the ATO documentation.

The Contractor shall provide support for USCIS test and evaluation of operating systems' security integrity and penetration testing of communications networks and workstation utilities as required.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan, within 30 calendar days after contract award
- Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government, circuits and equipment used for establishing extranet connections

4.4.3 Security Management

The Contractor shall appoint a Security Manager to act as a Corporate Security Officer. The individual shall interface with the Office of Security and Integrity (OSI) through the COTR on all security matters, to include physical, personnel, and protection of all sensitive documents/material handled by the Contractor. The COTR and OSI will have the right to inspect procedures, methods and facilities utilized by the Contractor to comply with the security requirements under this contract.

4.5 Task 5: Transition

Transition is a set of activities that occur when an existing application is added to the SPAS SOW or when the period of performance for any or all of the applications within the scope of this SOW transitions to, or from, the SPAS Contractor. This includes transition-in upon contract award. A Transition Plan shall be completed and agreed to (approved by the SPAS Program Manager) prior to the transition of an application(s) onto the SPAS contract or transition from a contractor to another contractor or government entity.

The Transition Plan shall be created for each application transitioned to the contract. The exception to this is if a Transition Plan is required to migrate all applications within the scope of this SOW from the IT Sustainment and Security Remediation Contract (ITSSR) contractor to the SPAS contractor. In this case, a single Transition Plan may be created.

At the end of the period of performance, the Contractor shall transition all of the GFP (equipment, documents, hardware, software, etc) within the scope of this contract back to the Government, and perform activities to support an orderly transition of the applications within the scope of this SOW to another contractor or to the Government.

During the period of performance applications may transition to SPAS. This includes any application that was not previously on the ITSSR contract (such as CRIS, FIPS, Kovair, SODA, and SPS), or applications that cut-over after the start of Base Period of performance.

It is expected that each new application may require up to 120 days of transition; therefore, maintenance tasks shall not be initiated until after transition is completed; however, operations and maintenance activities for some applications including Remedy and SAS may begin immediately and transition will run simultaneously. Transition costs shall be charged to those SLINS being transitioned.

At this time it is known that new applications will be on-boarding to the SPAS task order and those applications and timeline for transition are as follows:

- Customer Management Information System (CMIS) to transition 9/1/2011
- Customer Relationship Information System (CRIS) to transition 9/1/2011

- FOIA/PA Information Processing System (FIPS) to transition at award
- Kovair to transition at award
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel) to transition 9/1/2011
- Remedy to transition at award
- Scan On Demand Application (SODA) to transition at award
- Site Profile System (SPS) to transition at award

For every transition, the Contractor shall establish a transition management team, create a transition charter, and write a Transition Plan. The Transition Plan shall:

- Document the strategic approach
- Identify equipment, hardware, software, documents and other artifacts that are included in the transition
- Establish milestones and schedules
- Establish activities
- Identify transition risks and risk mitigation
- Define roles and responsibilities
- Define transition approval authorities and lines of communication
- Define skills and skill levels needed to perform sustainment activities
- Define a knowledge transfer approach
- Define a property inventory and transition approach
- Create bi-party or tri-party agreements
- Develop checklists

If the SPAS Program Manager supplies a Transition Plan template within the above referenced elements, the Contractor shall use the template to create the Transition Plan. The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in operational services for the target applications. To ensure the necessary continuity of services and to maintain the current level of support, USCIS may retain services of the incumbent Contractor for some, or all of, the transition period, as may be required.

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

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Transition Plan, to be completed and approved by the SPAS Program Manager.

- A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
- Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.

5. Adherence to DHS Information Technology Standards

The Contractor shall furnish solutions and services necessary to meet contract requirements as well as the DHS policies, standards, and procedures related to the categories described in the following sections.

5.1 Systems Engineering Lifecycle Compliance

The Contractor shall create and maintain IT solutions under the governance of the USCIS SELC. The USCIS SELC is a governance structure that promotes the application of standard repeatable processes for the development and maintenance of IT systems. This improves standards compliance, technical capabilities, and quality of IT projects, whether they are undergoing initial development or follow-on releases to implement corrective, adaptive, or relevance maintenance. Projects that undergo initial and follow-on releases are "tailored" based upon the needs and size of the project. Tailoring is achieved by reviewing the scope, risk, and context of a project to select the appropriate USCIS SELC activities, documents, and reviews to be completed by the project team. This approach enables small projects with limited scope and risk to achieve alignment with the USCIS SELC process without having to complete a full range of lifecycle activities and documentation typically required for large-scale complex information system projects. The product of tailoring is a customized work pattern that identifies the USCIS SELC activities, documents, and reviews necessary for a project to successfully complete the USCIS SELC process.

The applications supported within this SOW may undergo major, moderate, and/or minor releases. The activities and documentation that the contractor will create in order to satisfy USCIS SELC requirements for a release cannot be known until after a tailoring review. The contractor shall work with the application program managers to ensure the cost of individual releases falls within the application budget during the planning phase of every application release.

5.2 Homeland Security Enterprise Architecture Compliance

The contractor shall be cognizant of Homeland Security Enterprise Architecture (HLS EA) policies, procedures, and standards [HLS EA Technology Reference Model (TRM) and Products Profile]. Contractor provided solutions and services shall be compliant with HLS EA where possible, and provide justification and technical insertion packages to application project managers when a deviation from HLS EA is warranted. 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.

All IT products and services provided by the Contractor shall be subject to EA governance oversight performed by USCIS OIT. In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

5.3 USCIS Enterprise Service Bus for Database Connections

The USCIS Enterprise Service Bus (ESB) will be used through a standard interface for all data transfers between connected systems, and use of source data will be attained instead of point-to-point extracting, transforming, and loading whole data structure copies from systems of record. The defining of (or permission granting of) access to any USCIS IT resource or data is a function reserved for OIT. This includes agreements or Memorandums of Understanding specifying, defining, or accepting data from external sources or providing data from any source to any USCIS business unit, or to provide USCIS data to any external entity.

5.4 Information Technology Accessibility for Persons with Disabilities

The contractor shall comply with the appropriate standards outlined below when developing, maintaining, or selecting for Government use Electronic & Information Technology (EIT).

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

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

36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then "1194.21 Software" standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 – Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches,

circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 – Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a service desk shall have the ability to transmit and receive messages using TTY.

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

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

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

4010.2.

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

36 CFR 1194.3(f) – Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".

6. Performance Reporting

According to OMB Circular No. A-11, Capital Programming Guide V 2.0, Supplement to Office of Management and Budget Circular A-11, Part 7: Planning, Budgeting, and Acquisition of Capital Assets, operational analysis is a method of examining the ongoing performance of an operating asset (assets that have completed the Acquisition Phase). An operational analysis is, by nature, less structured than performance reporting methods applied to development projects.

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor applicable task orders under EAGLE. "Applicable" applies to tasks in development and to those that by their nature are complex or strategic or impose sufficient risk to the effort; therefore, require the insight afforded by EVM.

Since SPAS applies to applications requiring sustainment, and by their very nature have passed through the development phase of the systems engineering lifecycle, then only that portion of sustainment in which development-type work (coding) occurs (i.e., maintenance, as described in Task Three: Maintenance Tasks) is applicable to EVM. Changes to existing applications must go through CCRM as well as USCIS SELC, both of which have their own internal processes. Changes are packaged and enter the CCRM and USCIS SELC as releases. Since releases have measurable outcomes, that are planned, scheduled, and budgeted, the contractor shall ensure EVM reports account for application releases. These reports are known as Contract Performance Reports (CPR). Each of the CPR reports are defined in Earned Value Management Reporting Section below.

Performance reporting for those tasks not related to maintenance releases shall be accomplished through Budget Spend Plan tracking, which is described the Budget Spend Plan Section below. Both EVM and Budget Spend Plan tracking shall be accounted for on an application by application basis. In other words, the performance reporting shall be by application and each application shall have its own set of EVM reports. Performance reporting for each application shall contain both Budget Spend Plan tracking and EVM reports (as appropriate for those applications that undergo releases). The annual budgeted amount for each application shall be determined in conjunction with the Government PM prior to the start of the base contract period and prior to the start of each option period. This budgeted amount shall distribute the estimated costs for each CLIN among applications within the CLIN. Actual spending may be redistributed within the CLIN with the Government PM approval.

6.1 Budget Spend Plan

Task One: Program Management, Task Two: Operational Tasks, Task 3: Planning and Requirements subsections, Task 4: Security Remediation, and Task Five: Transition do not require EVM reporting. However, the aforementioned tasks and sub-tasks do require Budget Spend Plan tracking, by application. Additionally, planning and requirements spending should be further tracked by release. The Contractor shall report the monthly and cumulative budget spend plan and track against actual costs for each application. Reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.

6.2 Operational Analysis

The Contractor shall support operational analysis by performing an annual review of all the applications within the scope of this SOW for the purpose of improving the technical effectiveness and productivity of the operating assets. The review shall address issues such as, but not limited to, greater utilization of technology or consolidation of investments to better meet organizational goals; needed redesign; modification of an asset if previously undetected faults in the design, coding, or installation are discovered during the course of operations; identification of operational or maintenance costs that are higher than anticipated; and identification of other operational and maintenance improvements that may be made to improve performance, customer satisfaction, business results, financial performance, and innovation. Application reviews may be staggered throughout the calendar year and combined. The Contractor shall coordinate with program managers to schedule the operational analysis review and the format of support documentation.

6.3 Earned Value Management

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor those tasks described in this SOW under Task Three: Maintenance Tasks. EVM applies to Task 3 excluding the planning and requirements phases as EVM metrics shall only be applied following baseline establishment, which is immediately following a formal requirements gate review or an informal requirements gate review, which may be conducted by a Government ITPM when the requirement gate review is combined with reviews that span one or more of the following phases: design, development, test, deployment. The Contractor shall use an Earned Value Management System (EVMS) that meets the criteria as defined in the current American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A, *Earned Value Management Systems*, originally approved May 19, 1998, first amended in 2002 ("the ANSI/EIA Standard"), and most recently on 9 July 2007 and published as Government Electronic and Information Technology Association's EIA-748-B. The Contractor shall also provide proof of the EVMS's compliance with the EIA-748 Standard, as described below.

The EIA-748-compliant EVMS shall measure the cost, schedule, and performance of those assets against the established baseline for each USCIS SELC/CCRM release. A release constitutes an increment of work with a defined beginning, endpoint, milestones, and measurable outcome. Releases are scheduled as application maintenance needs are identified throughout the period of performance on this SOW. Each application SOW in Appendix A provides an estimate of the

number and scale of releases that may apply to a given application, however the actual number is not known in advance of need identification.

6.3.1 Verification of the Earned Value Management System

The Contractor shall have a Government-verified EVMS. If the Contractor does not have a verifiable EVMS by task-order award, the Contractor shall develop an acceptable implementation plan providing the strategy for reaching verification of an EVMS and the milestones to accomplish it. The Task Order Contracting Officer (CO) must accept this plan prior to task-order award. The Government reserves the right to obtain independent verification of a Contractor's EVMS, regardless of the type of verification previously completed.

6.3.2 Earned Value Management Reporting

The Government requires EVM information in four Earned Value Reports: the Contract Performance Report (CPR) Formats 1, 3, and 5, as described below, and the Contract Funds Status Report (CFSR). The Contractor shall use the information in these reports to analyze the effectiveness of the EVMS and both the contract performance and the program progress, and take appropriate action based on those findings.

The Contractor shall submit EVM data as required by the CPR Formats described below. The report formats are also referenced in the Government Furnished Information Section. Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5. If the contractor is able to provide the data in ANSI Accredited Standards Committee (ASC) X.12 format, then the Contractor may submit the EVM raw data to the Contracting Officer and Program Manager in that format. However, the Government reserves the right to require contractors to transmit all required data in the appropriate formats by email using Microsoft-compatible software. The following reports shall be submitted no later than 12 working days following the Contractor's accounting period cut-off date. Reports shall reflect data for the calendar month.

- **CPR Format 1** – WBS-oriented EVM report (see Figure 1: WBS Format). Cost and schedule are organized by WBS element at a level pre-determined by the Government. This report is delivered monthly. The performance data must be applied to each application separately. The report data shall be in alignment with and consistent with the weekly, bi-weekly, or monthly EVM data in MS Project, as described in the Project Management Section. Each application's EVM data shall minimally account for major milestones, which for USCIS are the USCIS SELC gate/milestone reviews. The Government and the Contractor shall periodically review and adjust as necessary the WBS reporting levels to ensure they continue to provide appropriate visibility without requiring excessive information. If there is a problem at a lower level, detailed reporting for that WBS element may be required until the problem is resolved.
- **CPR Format 3** – Baseline Report. This format, delivered monthly, tracks changes to baselines throughout the program's duration. The Contractor shall report the baseline for the SOW as a whole, the baseline for each application, and the baseline for each application release. A rebaseline of schedules, budget, or cost that crosses option periods is prohibited without the consent of the Program Manager. The Contractor is authorized to plan schedules and budgets into non-funded option years, but is authorized to charge

against plans only when duly authorized. A rebaseline at the application release level may be authorized by the IT PM.

- **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that exceed 5%. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance. Any schedule variance on the critical path shall be identified and its impact on subsequent milestones and the project cost and schedule quantified. Problem Analysis Report/Variance Narratives shall be provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports.
- **CFSR** – Contract Funds Status Report. The CFSR funding information line items shall apply to applications within the scope of this SOW and be delivered monthly. The CFSR supplies funding data to Program Managers for:
  - Updating and forecasting contract funds requirements
  - Planning and decision-making on funding changes in task orders
  - Developing funds requirements and budget estimates in support of approved investments
  - Determining funds in excess of contract needs and available for de-obligation
  - Obtaining rough estimates of termination costs; and determining if sufficient funds are available by fiscal year to execute the task order

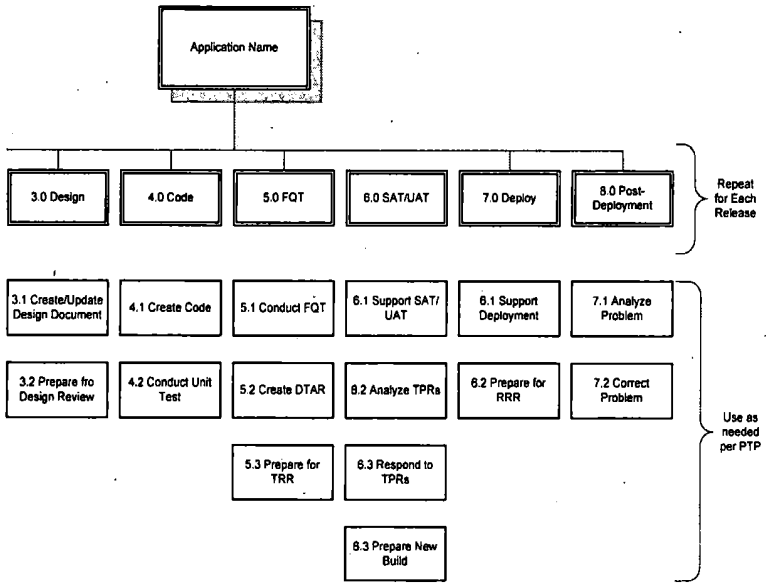

Figure 1: WBS Format

The Contractor shall use the WBS pictured in Figure 1: WBS Format, for EVM reporting conforming to CPR Format 1. Planning and requirements phases are considered level of effort and should be included in the budget spend plan tracking. There shall be a separate WBS for each application and each release within the scope of this SOW. Each WBS shall contain 1.0 Plan to 8.0 Post-Deployment. If no resources are planned or expended in one or more of the second level activities, then the Contractor shall factor zero budget, and no schedule for those activities, as appropriate. The Contractor shall identify the level three sub-activities that are required to satisfy the higher-level activities as per the release Project Tailoring Plan (PTP), a USCIS SELC artifact that drives all of the reviews and artifacts required for a given release. The level three sub-activities shown in Figure 1: WBS Format are examples only. Modifications to the level three sub-activities are permissible, with the approval of the Government PM or project IT PMs.

6.3.3 Integrated Baseline Reviews

The Contractor shall plan for and participate in integrated baseline reviews (IBRs). Such reviews shall be scheduled as early as practicable. Typically the IBR will be conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable. IBRs are expected to be held at key points during the task order, such as when new applications are added to the Contract or a major maintenance action is completed. The objective of the integrated baseline review is for the Government and the Contractor jointly to assess the Contractor's planning and performance to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

7. Security

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

7.1 Contractor Employee Access

In accordance with HSAR Section 3052.204-71, Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. System administrator, developers, and database administrators (i.e. those with privilege access) have been identified as high-risk positions and require, at minimum, a successfully adjudicated Background Investigation (BI), according to DHS MD11055, Suitability Screening Requirements for Contractor Employees. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to

other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

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

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

The Contractor shall include the substance of HSAR Section 3052.204-71 in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

The following definitions are provided as per HSAR Section 3052.204-71:

- Sensitive Information: Any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:
    - Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
    - Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
    - Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs,

or other programs or operations essential to the national or homeland security interest; and

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

- Information Technology Resources: Include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

7.2 Unclassified Facilities and IT Resources

The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security. The Contractor is required to install and maintain technical security equipment, such as alarms, cameras (if applicable), and controlled-access equipment. The Contractor must also procure all necessary equipment and materials, and is required to maintain and repair all physical security equipment to ensure it is operating properly. The Contractor is expected to follow NIST and USCIS Security policy. The contractor will provide the degree of physical security protection commensurate with the sensitivity of the USCIS system access and information used for contract performance

7.3 Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Should the COTR or USCIS Office of Security and Integrity (OSI) determine the Contractor is not in compliance with the security requirements of the contract, the Contracting Officer will notify the Contractor, in writing, of the appropriate action that will be taken to rectify any non-compliance to the contract security requirements.

7.4 Interconnection Security Agreements

Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other

Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements, or interconnect service agreements.

8.0 Deliverables, Performance and Delivery Schedule

The Contractor shall submit the deliverables that are indicated in the Deliverables Schedule to the CO and COTR. Deliverables including Personally Identified Information (PII) shall be provided in Email only if encrypted, and/or by other Government-specified delivery methods that are capable of safeguarding PII data. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking.

For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. local time to 111 Massachusetts Ave., Washington D.C. 205209. Monday through Friday, unless stated otherwise.

All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

Each deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.

In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the CO, COTR and the Government Program Manager. For any task order level deliverable, the Contractor shall provide written notification immediately to the CO and COTR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this date shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.

The USCIS COTR and/or USCIS Project Manager will be monitoring/reviewing the contractor's security requirements, and making or requiring changes, if necessary.

The Contractor does not have proprietary rights to any of the information contained in any of the deliverables provided to the Government, including schedules, EVM reports, budget spend plans, operational analysis, and monthly status reports.

All data entered into Government furnished property becomes the sole property of the Government at the moment the data is input.

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in the Budget Spend Plan Section Section, and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide in accordance with SOW Attachment A:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Attachment A) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government feed back regarding the sample reporting requirement provided in Attachment A.

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	**Deliverable**	**Due Dates**
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Property (GFP) Tracking	A method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis	A Government-accepted method shall be in place within 5 months of contract award.

Section	Deliverable	Due Dates
	that is searchable on data fields	
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award
4.1.3 Establish and Maintain Maintenance Environment	Kovair releases	As per application project plan; approximate number should not exceed 2 major and two minor per year
	Updated USCIS SELC documentation for each release	Updated at each release
Task Two: Operational Tasks		
4.2.1 Ad-Hoc Reporting	Ad Hoc reports	Scheduled and unscheduled
4.2.2 System Administration	New or rebaselined SWADs for each application	Within 90 days of achieving entry on duty
	Systems Administration & Operations Manual (SOAM) for each application	Updated at each release or newly created as per application project plan if not previously existing
4.2.3 Application User Support	User Manuals	Updated at each release or newly created as per application project plan if not previously existing (delivered in MS Word version consistent with USCIS version at time of delivery).
	Training Artifacts	Updated at each release or newly created as per application project plan if not previously existing
	Job-Aids	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand help	Updated at each release or newly created as per application project plan if not previously existing

Section	Deliverable	Due Dates
	Application-delivered on-demand training	Updated at each release or newly created as per application project plan if not previously existing
	Computer-based training	Created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.
4.2.4 Database Administration	Systems Administration & Operations Manual (SOAM) maintenance information	Updated at each release or newly created as per application project plan if not previously existing
4.2.5 Application Research and Analysis	Research and analysis reports and briefings	Quarterly
	Section 508 Determinations & Findings Form indicating results of Section 508 market research	Quarterly
Task Three: Maintenance Tasks		
4.3.1 Project Management	Project Management Plans (PMP)	Updated at each release or newly created if not previously existing
	Government-approved Work Breakdown Structure (WBS)	Updated at each release
	Project schedule maintained in a Government-furnished project management application	Each release
	Section 508 Determinations & Findings Form	Each release
	Planning Review Briefing	Each USCIS SELC Planning Review
	Risks, risk status, and risk mitigation strategies	Each release
4.3.2 Requirements Collection, Definition, and Management	System Requirements Document (SRD)	Updated at each release or newly created if not previously existing
	Requirements Traceability Matrix (RTM)	Updated at each release or newly created if not previously existing
	Requirements Review Briefing	Each USCIS SELC

Section	Deliverable	Due Dates
		Requirements Review
4.3.3 Design	Design Document (DD)	Updated at each release or newly created if not previously existing
	Design Review Briefing	Each USCIS SELC Preliminary and Final Architecture Design Review
4.3.5 Corrective Maintenance	Updated software configuration baselines	As per application project plan
4.3.6 Adaptive Maintenance	Updated software configuration baselines	As per application project plan
4.3.7 Relevance Maintenance	Updated software configuration baselines	As per application project plan
4.3.8 Testing	Test Plan (TP)	Each release
	Test Analysis Report (TAR)	Each release
	Section 508 Test Document	Each release, as required
	Test Readiness Review (TRR) Briefing	Each USCIS SELC TRR
4.3.9 Deployment	Deployment Plan	Updated at each release or newly created if not previously existing
	Version Description Document (VDD)	Each release
	Release Readiness Review (RRR) Briefing	Each USCIS SELC RRR
4.3.10 Post-Deployment	Development Test Analysis Report (DTAR)	Each emergency release
	Version Description Document (VDD)	Each emergency release
	Root Cause Analysis	As requested
	Updated software configuration baselines	Each emergency release
4.3.11 Decommissioning	Disposition Plan	As required
Task Four: Security Remediation		
4.4.1 Information Systems Security	System Security Plan (SSP)	Updated as required or newly created if not previously existing

Section	Deliverable	Due Dates
Official Support	Security Test and Evaluation (ST&E) Plan	Updated as required or newly created if not previously existing
	Security Assessment Report (SAR)	Updated as required or newly created if not previously existing
	Signed Accreditation Letter (ATO)	Updated as required or newly created if not previously existing
	Contingency Plan (CP)	Updated as required or newly created if not previously existing
	FIPS 199	Updated as required or newly created if not previously existing
	E-Authentication	Updated as required or newly created if not previously existing
	Privacy Threat Assessment (PTA)	Updated as required or newly created if not previously existing
4.4.2 Security for Information Technology Resources	System Security Plan	Within 30 calendar days after contract award
	Proof of IT Security Accreditation	Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government circuits and equipment used for establishing extranet connections
Task Five: Transition		
4.5 Task 5: Transition	Transition Plan	A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
		Upon individual application

Section	Deliverable	Due Dates
		transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.
General Reporting		
6.1 Budget Spend Plan	Budget Spend Plan Tracking	Report the monthly and cumulative budget spend plan and track against actual costs; reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.
6.2 Operational Analysis	Application Annual Review	Each application annually; dates to be coordinated with IT PMs.
6.3.2 Earned Value Management Reporting	Cost Performance Report (CPR) Format 1: WBS-oriented EVM report	Monthly, no later than the 15th of each month,
	Cost Performance Report (CPR) Format 3: Baseline Report	Monthly, no later than the 15th of each month,
	Cost Performance Report (CPR) Format 5: Problem Analysis Report/Variance Narrative	Provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports when a variance exceeds 5%.
	Contract Funds Status Report (CFSR)	Monthly, no later than the 15th of each month,
6.3.3 Integrated Baseline Reviews	Integrated Baseline Review	Conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable.
8.1 Status	Monthly Status Report	Monthly, no later than the 15th of

Comment [RMD1]: Mod P00006

Deleted: 12 working days following the Contractor's accounting period cut-off date.

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Section	Deliverable	Due Dates
Reporting		each month, (see attachment A).
Certifications		
9. Certifications	Demonstrate operating capability at SEI CMMI Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals.	Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor must show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

Deleted: 12 working days following the Contractor's accounting period cut-off date

Table 1: SOW Deliverables

There are multiple deliverables required, some of which are not priced; consequently, there is a deliverables CLIN which is not separately priced to allow for the acceptance of deliverables.

8.3 Government Acceptance of Deliverable

The Government will have ten (10) business days to accept or reject Contractor deliverables. The Contractor will be notified in writing by the COTR of all rejected deliverables and include the rational behind the rejection and a short description as to what needs to be completed by the Contractor in order for the deliverable to be deemed acceptable. The Contractor will have three (3) business days to resubmit the deliverable to the Government for final acceptance.

9. Certifications

The Contractor shall be required to demonstrate operating capability at the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals. All SCAMPI A appraisals used as credentials must be conducted by an SEI authorized lead appraiser who is external to the Contractor being appraised.

Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor shall show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

The Government reserves the right to at any time post award (no more than once in a six month period) to conduct an IV&V CMMI software process audit using an independent assessor consistent with the ref (a) at the provider's development facility used for USCIS work.

10. Government Furnished Property and Information

A list of Government Furnished Property (GFP) is provided at award, in addition, more GFP will be provided for new applications that on-board the SPAS Task Order. Additional GFP is expected to be provided to support new applications. Required GFP will be identified during the new application transition period and will be provided mutually agreeable dates. GFP will be added to the task order through a contract modification.

USCIS will supply the Contractor with GFP desktops and servers to mitigate the potential spillage of Personally Identifiable Information (PII) data when using Contractor-supplied equipment. No Contractor-provided computing equipment shall be used in the performance of this Task Order. Work performed in accordance with this SOW shall be conducted on GFP and networks. The contractor work-site must be an accredited USCIS extra-net site and receive an ATO from USCIS CIO.

The Government information identified below shall be used in the performance of the work described in this SOW.

Document Name	Publication Number/Applicable Web Site	Ver.	Date
CCRM Manual	http://ccrm.uscis.dhs.gov/	1.0	Jul 2010
DHS ICCB Change Management Handbook	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86492/DHS+ICCB+Change+Management+Handbook+v3+0.pdf	3.0	Jan 2010
USCIS Systems Engineering Lifecycle (SELC)	http://docs.uscis.dhs.gov/dsweb/Get/Document-74928/	3.0 (Draft)	Dec 2009
ITLM	http://docs.uscis.dhs.gov/dsweb/Get/Document-58265	2.0	Feb 2008
Contract Performance Report (CPR) Format 1, 3, and 5	http://www.everyspec.com/DoD/DoD+FORMS/CostPerformanceReport_DID-MGMT-81466-FORMS_(DD-FORM-2734)_6134/	N/A	Apr 2005
Contract Funds Status Report (CFSR)	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1586.pdf	N/A	Aug 96
USCIS Section 508 Policy (ME3-2)	http://docs.uscis.dhs.gov/dsweb/Get/Document-83754/	1.0	Mar 2008
DHS Management Directive 4010.2	http://dhsconnect.dhs.gov/policies/Instructions/4010.2%20Section%20508%20Program%20Management%20Office%20and%20Ele	N/A	

	ctronic%20and%20Information%20Technology%20Accessibility.pdf		
DHS Memorandum to Component Heads	http://docs.uscis.dhs.gov/dsweb/Get/Document-62146	N/A	Oct 2008
DHS Memorandum to DHS Employees	http://docs.uscis.dhs.gov/dsweb/Get/Document-62145	N/A	Oct 2008
OMB Memorandum	http://docs.uscis.dhs.gov/dsweb/Get/Document-59336	N/A	Nov 2007
USCIS Rules of Behavior	http://isd.uscis.dhs.gov/goverance/default.html	N/A	Mar 2010
Technical Guide to Information Security Testing (Draft)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86486/Technical+Guide.pdf	0.3 (Draft)	Nov 2007
Capital Planning and Investment Control (CPIC) Guide	http://mydocs.uscis.dhs.gov/dsweb/View/Collection-15133	0.3 (Draft)	Jan 2008
Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86488/Information+Security.pdf	2.0	Dec 2007
Information Security (Annex 1)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86489/Information+Security_Ennex1.pdf	2.0 Revision 2 Excerpt	Dec 2007
Information Security (Annex 3)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86490/Information+Security_Ennex3.pdf	2.0 Revision 2 Excerpt	Dec 2007
Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86491/Guide+to+Test....pdf	N/A	Sep 2006
DHS Sensitive Systems Policy 4300A	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sspolicy.aspx#4300A.	7.2	Apr 2010
DHS Security Architecture	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/archdocs.aspx	2.0	Nov 2009
OMB Memorandum	http://www.whitehouse.gov/sites/default/files	N/A	Apr

10-15	/omb/assets/memoranda_2010/m10-15.pdf		2010
SQL Sever Hardening Guide for DHS	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sscg.aspx	2.1	May 2007
Standard CMMISM Appraisal Method for Process Improvement (SCAMPISM), Version 1.1: Method Definition Document	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86493/SCAMPI+Method+Definition+Document.pdf	1.1	Dec 2001
National Defense Industrial Association (NDIA) Program Management Systems Committee (PMSC) Earn Value Management Systems Intent Guide	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86494/NDIA_PMSC_EVMS_IntentGuide_Nov_2006_Released_Version[1].pdf	N/A	Nov 2006
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008

Table 2: Reference Information

11. Contract Personnel

The Contractor shall provide a staffing matrix that identifies the certification type, certification date, and percentage of dedicated staff, by task area, that possess certifications relevant to meeting contract requirements. Acceptable certifications include, but are not limited to:

- MSCE (Microsoft Certified System Engineer) or MCITP (Microsoft Certified Information Technology Professional) on the Windows 2003 Operating System
- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)

- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the Contractor shall notify the Contracting Officer via the Contracting Officer's Technical Representative (COTR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

Program Manager	Overall authority for the Task Order. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Technical Director	Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Security Manager	Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM Manager	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the COTR. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

This section provides guidance to vendors responding to the SPAS Request for Proposal.

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate (X.x)	Minor (X.x.x or system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	
Risk Management Matrix	New	New	
Training Plan	New		
Requirements Traceability Matrix	New	New	

Requirements Document	Updated	Updated	
Design Document	Updated	Updated	
Development Test Plan	New	New	New
Development Test Analysis Report	New	New	New
Training Materials	New		
Administrator's Manual	Updated	Updated	
User Manual	Updated		
Section 508 D&F Form	New	New	
Section 508 Test Report	New	New	
Version Description Document	New	New	New
Applicable Gate Reviews			
Planning	✓		
Requirements	✓		
Preliminary Design	✓	✓	
Critical Design			
Test Readiness	✓	✓	
Release Readiness	✓	✓	✓

Table 4: Documentation Estimates

In order to estimate Program Research and Analysis, account for 10 reports with briefings per year. In order to estimate Application Research and Analysis, account for annual Operational Analysis that occurs for each application under the scope of this SOW, and account for 2 reports per year for 10 applications.

While preparing cost estimates, the Contractor is encouraged to make use of the metrics supplied in Appendix 2: Application Support Summary. These metrics can be applied to related tasks in order to gage scope. The complexity of a given application is also supplied in the Appendix. The complexity factor is a subjective measure based on relative complexity of applications when compared among the set of applications covered within the scope of this SOW. For instance, we consider CLAIMS 4 to be highly complex due to the number of components, interfaces, condition of existing code base, architecture, and maintainability, vis-à-vis the other SPAS applications. The Contractor may want to account for the complexity of an application when determining the level of effort required to accomplish the tasks in the SOW, as they apply to a given application.

The EAGLE ordering guide requires competition of Task Orders under Functional Categories based on the predominance of work. The SPAS requirement is an O&M effort; consequently, it will be competed under FC-2 Tier 1. However, given the volume of maintenance work and the

requirement for labor that specializes in software development skills, the Contractor is authorized to propose additional labor categories, as described below:

LC#	FC-4 EAGLE LABOR CATEGORIES REQUIRED IN SPAS
3	Application Developer / Programmer
5	Application Systems Analyst
7	Application Engineer (Intermediate)
8	Application Engineer (Senior)
11	Business Process Reengineering Specialist (Junior)
31	Functional Analyst (Senior)
40	Information Technology Senior Consultant
60	Systems Engineer (Senior)
63	Test Engineer (Intermediate)
64	Test Engineer (Senior)
66	Training Specialist (Senior)

Table 5: Additional Labor Categories

Appendix 1: Application Descriptions and Requirements

Application Support Centers

Biometric Benefits Support System (BBSS)	
BBSS Project	Biometric Benefits Support System (BBSS) supports electronic processing of all applicable applications by checking applicants' masthead data and fingerprints against Federal Bureau of Investigation (FBI) files. This involves connecting live-scan devices located at Application Support Centers (ASC) across the country to electronically transmit applications to the FBI for processing. Support is required for connecting Case Management System (CMS) live-scan devices located at ASCs across the country to the BBSS mail server(s) that will electronically transmit photo, signature, fingerprint, and receipt number to the applicable CLAIMS system for processing. The Integrated Automated Fingerprint Identification System (IAFIS) server portion will process FD-258 information received from BBSS on an Oracle platform. One of the areas of Contractor support includes FBI billing reconciliation. The Contractor shall reconcile FBI billing with DHS submissions. Each application fingerprint submitted to the FBI is charged a fee for processing. In order to ensure billing accuracy, the Contractor shall electronically match DHS submissions to the FBI bill, identifying total matches; discrepancies; previous billed items; and items not billed on a monthly basis. A component of the BBSS project is naturalization testing, which provides support to facilitate electronic testing for U.S. Naturalization and replace the current hand written testing and manual mailing process. Biometric Benefits Support System hardware consists of BBSS Central, Web. Mail, Database Servers and Primary Domain Controller. BBSS is a non-COTS software is coded in Visual Basic and C. BBSS is planned to be decommissioned on December 31, 2013 and Optional CLINs shall be exercised to continue performance beyond this date. Services will likely be transitioned to CPMS.
BBSS Objectives	Biometric Benefits Support System functionality will eventually be subsumed by the Customer Profile Management System (CPMS), after which point BBSS will be decommissioned.
BBSS Coordination	Coordination with the Application Support Division, ASCs, and Service Centers, through OIT, will be required.
BBSS Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
BBSS Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the BBSS application.

Customer Profile Management System (CPMS)	
CPMS Project	The Customer Profile Management System (CPMS), including the Biometrics Storage System (BSS) component, is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires implementation of new strategies, systems, and initiatives to support the various application processes. CPMS was designed to facilitate the USCIS background check process. USCIS conducts background checks on applicants/petitioners during benefit adjudication. When deployed, CPMS will provide centralized electronic routing, storage and processing of name check requests and results, as well as receiving request and result data for FBI fingerprint checks. The CPMS is a web-based application hosted at the USCIS data center in Manassas, VA. The application executes on an IBM AIX platform and utilizes Oracle 9i; IBM Web Sphere and MQ Series secure messaging and is nearing deployment readiness. Release 1.0 of CPMS will provide canned report capability via the Actuate reporting tool, which includes reports for the users, billing and other administrative reports. Release 1.1 will provide Ad-Hoc reporting capability for the users. As this is a new system there are anticipated to be minimal requirements for Ad Hoc reports to be provided by the Contractor at this time, however the Contractor shall create canned reports for use by the user community. The Contractor shall support the capture, processing, storage, and recommend improvements and standardizations for using biometric response data as part of the background check service. The Contractor shall research emergent technologies to enhance the current processes of securely utilizing sensitive biometric response data, develop any necessary business re-engineering plans, and implement as directed. The Contractor shall investigate appropriate new technologies, functionalities, and processes; present the value to USCIS as it relates to the current or proposed business practices; and implement as directed. The Contractor shall investigate, prepare a business case, and recommend new hardware and software technology as agency requirements change and the biometric and imaging industry evolves. The Contractor shall implement the new technology as directed by USCIS management. The Contractor shall investigate, analyze, and prepare a whitepaper on upgrading and or selecting new tools and/or techniques for the application software and utilities or new hardware environments. For software, this could be using new software development language(s) for preparing the applications, user interfaces, or implementing new features within the application. For hardware, this could include moving to new platforms or components. For both, this may include moving to new hardware and new versions of the major COTS components or developed software. For example, the conversion of the servers from IBM AIX Servers to SUN Servers and the use of the current version of Oracle is one such combination task. All recommended upgrades to the CPMS application shall be in alignment with the USCIS Enterprise Architecture.
CPMS Objectives	The Contractor shall prepare and deliver a comprehensive five-year plan that addresses software and hardware issues necessary to meet USCIS senior management/mission objectives (e.g. Congressionally mandated Temporary Worker Program etc, etc.). This plan must include estimates of the amount of data to be stored and the number of users (total and concurrent), the major software to be developed,

	and the associated hardware components necessary to support the plan. The software portion should address the major initiatives and include cost estimates for development, deployment, and ongoing maintenance. The purpose of this effort is to provide sustainment support services for CPMS in a way that will ensure the application becomes fully operational as soon as possible, and remains fully functional throughout its operational lifecycle to support the overall DHS USCIS OIT mission in an efficient and cost effective manner. As a result, the intent of the OIT is to secure the minimum level of technical support services necessary to meet this goal. The overall objective of CPMS is to phase out USCIS legacy biometric applications, provide biometric services on the Enterprise Service Bus (ESB), provide a modernized and standardized IXM [Automated Biometric Identification System (IDENT) Exchange Messaging] interface based on the National Information Exchange Model (NIEM).
CPMS Coordination	The Contractor shall coordinate with Enterprise Services Division (ESD)/Application Service Center (ASC) and Transformation Program Office's (TPO) Integrated Operating Environment (IOE).
CPMS Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CPMS program applications to malfunction. The principal areas of software maintenance include the CPMS application software including scripts operational on any of the platforms in the multi-tier configuration, requirements gathering to support software maintenance, interfaces with other applications, and Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS as applicable to the background check processes. The Contractor shall define, design, implement, test, and deploy enhancements to adapt CPMS to receive process, store, and present additional background check data as directed by USCIS OIT management, as follows: • Make the biographic data available via a user interface (e.g., web-based application or otherwise). • Continue to receive, process, and securely store background check data from other systems, directly or via an interface such as the Background Legacy Translator (BLT). • Revise the internal and external interfaces (e.g., automate the interface with the FBI and legacy Systems), and incorporate the recommendations of the various working groups.

Employment Applicant Submissions System (EASS)	
EASS Project	The purpose of the Employment Applicant Submissions System (EASS) is to support electronic processing of USCIS employees applications by checking applicant's masthead data and fingerprints against FBI files. This involves connecting dead-scan devices located at USCIS Employment Offices in Burlington, VT and Washington, D.C to the Vermont Service Center (VSC) that will electronically transmit applications to the FBI for processing. Fingerprint images and masthead data will be transmitted from dead-scan devices at an Employment Office, then to the VSC via the DHS Wide Area Network, and then forwarded to the FBI on the Criminal Justice Information Services Wide Area Network. From the VSC, 10-print data, formatted according to Electronic Fingerprint Transmission Specification (EFTS), will be forwarded to the FBI via encrypted T-1 connections. The FBI will return rejections, identification, and non-identification responses to the VSC, which will then send the result directly to the USCIS Employment Office. Employment Office personnel will review responses from the FBI and initiate appropriate action.
EASS Objectives	Continue supporting the Vermont Service Center.
EASS Coordination	Coordination with the Application Support Division, and VSC through OIT, will be required.
EASS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

FD 258 Enterprise Edition (FD258 EE)	
FD258 EE Project	The Department of Homeland Security (DHS) requires that the Federal Bureau of Investigation (FBI) conduct a criminal background investigation on any alien applying for DHS benefits. This investigation is initiated when the DHS submits fingerprint information to the FBI. The Integrated Automated Fingerprint Identification System (IAFIS) client will process, manage, and track FD-258 card information on an Oracle platform. The IAFIS system has replaced the Machine Readable Data (MRD) system. All fingerprint cards are now sent electronically to the Federal Bureau of Investigation (FBI). Fingerprint cards from overseas are scanned in and transmitted electronically. It was designed to accommodate any application that requires an FBI interface. The system will support integrating evolving technologies with existing facilities and databases and will provide a single process to handle FD 258 Enterprise Edition (FD258 EE) card information in the four DHS Service Centers located in Nebraska, Texas, California, and Vermont. In addition, the system will support any application requiring an FBI interface (e.g., CLAIMS 3 and CLAIMS 4). The IAFIS server portion will process FD258 EE information received from the Biometric Benefits Support System (BBSS) on an Oracle platform. Information is received by the FD258 EE system and passed to CLAIMS 4 and FD 258 Mainframe (FD258 MF) system, which in turn sends information to the other systems (e.g., CLAIMS 3, CLAIMS 4, RAPS, and RNACS). The primary function of FD258 EE is to provide an automated ability to manage fingerprint submissions and results. It was designed to accommodate any application that requires an FBI fingerprint results. It handled physical transactions (e.g., MRD) in the past and now handles electronic (e.g., IAFIS) fingerprint transactions. FD258 is planned to be decommissioned on December 31, 2012 and Optional CLINs shall be exercised to continue support beyond this date.
FD258 EE Objectives	The FD 258 Enterprise Edition may be decommissioned, and its functionality rolled into the Customer Profile Management System (CPMS). There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
FD258 EE Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required.
FD258 EE Maintenance Requirements	The Contractor shall perform minor corrective action periodically, as needed.

Fingerprint Masthead Notification System (FMNS)	
FMNS Project	The Fingerprint Masthead Notification System (FMNS) is a fingerprint card processing software that will enable CIS offices and CIS-contracted services to print masthead information on the FD-258 applicant fingerprint card. The printed information will also be in a machine-readable barcode format for subsequent loads into other CIS-related systems. The software will also be able to produce schedule and reschedule notices with 2-D barcode labels. Application Support Center (ASC) personnel will use the FMNS to schedule or reschedule applicants for fingerprint processing at ASCs. First, the operator will scan in an applicant's masthead information via a 2-D barcode printed onto the applicant's notification letter, or type in the applicant's masthead information in the data entry screen. The scanned barcode stores the basic demographic information such as name, address, Originating Case Agency Identifier (OCA) number, FBI number, Armed Forces Number, Social Security Number (SSN), Alien Registration Number or A-number, date of birth, local ORI, gender, race, height, weight, eyes, hair, place of birth, and other fields pertinent to the barcode history. The operator may manually data-enter any of the applicant's remaining demographic information that was not originally scanned in by the barcode scanner. The Fingerprint Masthead Notification System can then automatically print the applicant's information onto the FD-258 fingerprint card. This card is used for all CIS benefits requests. The Fingerprint Masthead Notification System keeps track of how many applicants have been scheduled into each fingerprinting location. The Fingerprint Masthead Notification System currently runs in a stand-alone workstation. Minimum client workstation requirements are: Dell Optiplex GX110 series (standard USCIS issue in the field site) with minimum 1 GB of hard drive capacity, 64 MB random access memory (RAM), Pentium III 450 MHz processor, 10/100 Base T Ethernet PCI card, CD-ROM drive, 3.5" floppy disk drive, 16-bit color monitor, keyboard, mouse, HP network printer (4000/4050/4100TN/4SI/5M), and Symbol 1-D/2-D Barcode Scanner Model: LS4804-1000A. FMNS is planned to be decommissioned on September 30, 2012 and Optional CLINs shall be exercised to continue performance beyond this date.
FMNS Objectives	The objective is to retire the system and include the functionality into L1 software.
FMNS Coordination	Coordination with the Application Support Division and Immigration and Customs Enforcement (ICE). through OIT, will be required.
FMNS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Scheduling and Notification of Applicants for Processing (SNAP)	
SNAP Project	The Scheduling and Notification of Applicants for Processing (SNAP) system is designed to facilitate the scheduling of applicants at Application Support Centers (ASC), mobile sites, or Designated Law Enforcement Agencies (DLEAs) for fingerprint processing. Currently, the four Service Centers are each using a different scheduling system, in some cases self-devised, which sometimes leads to multiple applicants being assigned the same time slot, or an ASC being assigned more applicants than it has the capacity to handle in a given day. Scheduling and Notification of Applicants for Processing will prevent this over-scheduling and unify the scheduling process among the Service Centers. Additionally, Service Center personnel will not have to maintain any ASC-related tables; these will all be maintained centrally at HQ, USCIS. Operators interact with the system to perform a single primary function: data entry. Each ASC will have specific hours during the week that are available for scheduling by Service Centers, and an associated number of applicants that can be handled during each available hour. Scheduling and Notification of Applicants for Processing automatically schedules the applicant into the most appropriate fingerprinting site, based on the data entered. If that site has no available slots, the operator is notified, and the applicant is stored for later scheduling by an administrator. The applicant will normally be scheduled between 28 and 42 days in the future. SNAP consists of five main software modules: New Applicant Screen, Search Applicant, Search Attorney Screen, View ASC Capacity, and the Auto Print Screen. The following are descriptions of each unit: • New Applicant Screen - This is the main screen that handles all scheduling and rescheduling of applicants, including the retrieval of applicant information after the applicant search returns a record set. The attorney information is also displayed in read-only format. Updates to the applicant information can be made on this screen. The ASC capacities are also viewable in this screen during the applicant scheduling process, and notifications can be printed. Applicants may also be added to a group and all members of the group scheduled in the same time block. • Search Applicant - This screen allows the search of applicant information based on search criteria fields: A-number, SSN, First Name, Last Name, Notice Date, ASC Code, Operator ID, Appointment Date, and Schedule Status. The returned results are listed along with the count of records. • Search Attorney Screen - This screen allows the search of attorney information based on search criteria fields: Last Name, First Name, Middle Initial or any other searchable fields: Title, Suffix, Street Address, City, State, ZIP Code, and ZIP Code Extension. Once results are displayed, the operator can pinpoint to the details of the record of interest and attach the information to the current applicant. • View ASC Capacity - This screen allows the operator to view ASC capacities for the ZIP Code that was entered in. It displays the ASC Site and the location state. Upon zeroing in on an ASC, the operator can view capacity dates, original, and remaining capacities as well as be able to print the capacity volumes. • Auto Print - This screen functions as the print view list of the past ten runs that have been scheduled via the auto-scheduling functionality, currently an overnight process. Zeroing in on applicants that have been scheduled and printed will be displayed in the Print Run Details screen. Operators will also be able to perform the print notification operation for all scheduled applicants that have been scheduled but not printed.

SNAP Objectives	The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed in the Transformation Program Office's (TPO) case management system.
SNAP Coordination	Coordination with the Application Support Division, Office of Field Operation, and TPO, through OIT, will be required.
SNAP Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
SNAP Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the SNAP application.

Site Profile System (SPS)	
SPS Project	The Site Profile System (SPS) was developed by USCIS Office of Field Operations (OFO) as a one-stop resource to provide information on USCIS Application Support Center (ASC) operations around the country. The Site Profile System improves USCIS ASC managers' ability to manage appointment workload and backlog; as well as facilitate the management of appointment allocations and staffing at individual ASCs. The overall goal of the SPS is to provide ASC managers with better access for retrieving and reviewing ASC scheduling workload data including weekly and monthly scheduled appointments, appointment backlog, and backlog by appointment type. The Site Profile System receives data from CLAIMS4 and the Scheduling and Notification of Applicants for Processing (SNAP) application daily and creates weekly reports on Fridays. These reports are distributed to the ASC offices. The Site Profile System also updates the ASC personnel information as required. This system hosts the Sticker Issuance and I-90 Manifest System (SIIMS) database which is updated regularly. One of the duties of the ASC offices is to issue I-90 renewal stickers. These stickers are numbered. The information for the applicant, and the sticker numbers are entered into an ASC local data entry program and are emailed periodically to headquarters. Periodically the sticker data attachments to these emails are removed and imported into the SIIMS database (a subset of the SPS system). Conducting the analysis for Haitian TPS was also done by using SPS. The Site Profile System platform is MS Windows. The hardware consists of one Dell Power Edge 2600 server running SQL 2K EE SP3, and one Dell Power Edge 2600 server, MS IIS 6.0 web server located at a USCIS data center. The Site Profile System uses the following software: ▪ MS SQL Server 2005, EE database that houses and maintains the data for a period of 60 days ▪ MS IIS 6.0 for web services

	▪ Oracle 11g client ▪ SQL Server Integration Services (SSIS) packages for downloading the data from CLAIMS4 and SNAP ▪ Graphical User Interface (GUI) for updating information and viewing on-demand reports ▪ Adobe Acrobat for printing the reports from HTML format to PDF format ▪ Utilities for inputting zip code information into the database Currently, there are approximately 25 registered users of SPS, with plans to bring in 300 more ASC users. Users include members from USCIS Headquarters, ASCs, and Service Centers.
SPS Objectives	The Site Profile System provides analysis capabilities for the ASC Supervisors who are required to make relevant decisions regarding scheduling and staff needs.
SPS Coordination	The Site Profile System receives appointment data and backlog information from two major system sources: CLAIMS4 and SNAP. CLAIMS4 data includes new citizenship applications (N400s), and SNAP data includes all other applications (including N400 reschedules).
SPS Maintenance Requirements	The Contractor shall perform maintenance activities as directed by the IT PM. No maintenance activities are known at this time.

Visa Services	
VISA Services Project	In September 2006, USCIS and the United Kingdom Border Agency (UKBA) reached an agreement that would allow applicants for United Kingdom (UK) visas to provide fingerprint information at USCIS Application Support Centers (ASC). This enables the UKBA to pre-screen visa applicants for entry into the UK. United States Citizenship & Immigration Service ASC offices were already equipped to fingerprint applicants for U.S. benefits. United States Citizenship & Immigration Services leveraged the use of the existing ASC capability to capture UK visa applicants' fingerprints. The outcome of this capability is named the UK Visa System and its mission is to transmit the UK Visa applicants' fingerprints to the UKBA fingerprint vetting systems in London. The UK Visa system uses the existing USCIS Biometric Benefits Support System (BBSS) systems to package the fingerprint in a mail message which is transmitted via a dedicated and secure mail relay server located at a DHS data center. The mail relay connects to the UKBA via a VPN tunnel over the Internet. As per the memorandum of understanding between USCIS and UKBA, no UK Visa data is retained by USCIS. United States Citizenship & Immigration Services captured 92,877 sets of fingerprints during the 12-month period ending in June 2010. The UK Government reimbursed USCIS approximately $3.4 million for this recent 12-month period.

VISA Services Objectives	Visas Service will expand to implement joint projects with other countries that also use USCIS ASCs for biometric enrollment and data sharing capabilities. A feasibility study has been conducted to analyze and determine the viability of the project. Discussions with Canada are taking place regarding their participation in Visa Services.
VISA Services Coordination	The Contractor will be required to coordinate activities with the BBSS project team, and representatives of countries who participate in Visa Services.
VISA Services Maintenance Requirements	The Contractor shall support a technology refresh for Visa Services equipment. Known items requiring a refresh are two servers in FY11.

Customer Service Directorate

Customer Management Interface System (CMIS)	
CMIS Project	Customer Management Interface System (CMIS) is a customer queuing and information gathering system that manages the flow of traffic within field offices. It also gathers information and statistics about the kinds of services that customers receive while in the office, such as time spent waiting, time spent with an ISO/adjudicator, and types of services offered. Reports about the information collected can be generated with CMIS. The Customer Management Interface System is comprised of the following components: • Q-Flow version 3.2 by ACF Technologies, Inc. • Q-Flow Web-Agent Software: Standard Functionality, Announcer, PC Display, Gateway • Q-Flow Web: Windows 2000 (Windows 2003 Server recommended), MS IIS .0 • Q-Flow Database: Microsoft SQL Server 2000 Standard • MS Office XP Web Components • Q-Matic by Q-Matic Sweden AB • Q-Win, Q-Next • MS IE version 5.x or greater • MS ASP.Net for custom development of Q-Flow
CMIS Objectives	The objective of CMIS is to standardize the customer experience and continue to roll out the capability to USCIS offices.
CMIS Coordination	The Contractor must proactively coordinate all application activities with InfoPass, eCISCOR, and e-Pass.
CMIS Operational Support Requirements	As CMIS is rolled out to additional field offices, the Contractor shall identify optimal hardware and software placement that is appropriate for the various field office configurations. The Contractor shall conduct telephone and e-mail interviews to survey the as-is and desired to-be configurations of sites that will received CMIS. The Contractor shall coordinate with third party vendors to install CMIS-related hardware and software. Coordination typically involves working with the video vendor to ensure LCDs, speakers, and cables are installed at the pre-determined locations, and ensure the CMIS audio and video servers are installed.
CMIS Maintenance Requirements	The Contractor shall enhance the Q-Flow traffic management function by adding customer categories. The Contractor shall support the integration of CMIS products with other COTS and COTS products to improve performance and enhance the gathering of customer service statistics, such integrating Q-Flow with InfoPass and ePass.
CMIS Application User Support	The Contractor shall maintain distance learning modules and servers, and create and maintain additional learning modules, manuals, CDs and any other such material as requested by the IT PM. The Contractor shall provide CMIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. In-person user and system administration training is required upon initial deployment of CMIS to local and regional offices which generally occurs 12 times per year.

	Training is also required when CMIS processes and/or functionality changes and when new offices are launched. Training for new offices is to be done in person at the site. Refresher training is offered to field offices on an as-needed basis, averaging one office every two months or as USCIS needs dictate.

Customer Relationship Interface System (CRIS)	
CRIS Project	The Customer Relationship Interface System (CRIS) is a multi year/multi phased web based system, accessible through the USCIS.gov website that provides customers with pending immigration benefit application case status information and estimated processing times; a web-based method for customers to report a change of address; a service request tool for the 1-800 customer call center representatives to record reported issues with pending cases such as typographical errors or non receipt of a document; and allows USCIS personnel to record the issue resolution, such as a response letter, email, or telephone conversation with the customer who reported the issue. There are five components to CRIS, each having a different purpose as outlined below. All components combine for the primary purpose of enhancing customer service at USCIS. Each component is contained within the CRIS hardware/software framework. • Case Status Service On-line (CSSO), including portfolios and the helpdesk for same • Customer Service Gateway (CSG) • Service Request Management Tool (SRMT) • Change of Address Online (CoA) • E-Request (EREQ) Case Status Service On-line (CSSO) provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can create a portfolio of cases to monitor case status information and receive updates via email and/or receive a text message announcing an update. Government personnel access the system to view the current information, usually during the creation of a service request in SRMT. This allows the USCIS personnel the ability to verify the pending status and the processing timeframes prior to creating a service request. Additional tools available through CRIS are the Civil Surgeon Locator (CS), the Office Locator (OL), and Processing Times (PT). These three tools can also be accessed independently through links on the front page of uscis.gov. The CRIS Customer Service Gateway (CSG) is designed to display on the USCIS Customer Service Representative's screen the appropriate scripts for answering a customer's question. These scripts are tailored for Tier 1 call center representatives to explain laws, regulations, and USCIS forms information in response to customer questions. No PII is collected in this component of CRIS. The Service Request Management Tool (SRMT) provides USCIS customer service staff the ability to record Service Requests (SR) from customers to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is pending a decision.

	A Service Request is a record of a customer's reported issue with a pending immigration benefits application or petition. Typical issues include typographical errors, the non-receipt of information, change of beneficiary information, and cases not processed within USCIS stated processing times, etc. SRMT provides USCIS the ability to send the service request to the appropriate USCIS location for resolution and then to record the resolution of the issues by response letter, email or telephone correspondence to the customer who reported the issue. Change of Address Online allows certain customers to readily meet the federally mandated requirement to notify USCIS of any change of address. Customers may electronically submit their Form AR-11, *Alien's Change of Address Card*, and print their completed Form AR-11 for their records. If they have pending applications or petitions with USCIS, they can create a service request notifying USCIS of their new address. e-Request allows a customer to create an e-Request for a limited number of issues with very specific criteria: forms I-90 and N-400, if they meet the criteria of an "Outside Normal Processing Time" (ONPT) service request; and a "Non-Delivery of Other Notice" service request for Form I-90 if the customer has not received a notice scheduling them for fingerprints and photographs. These two forms generate the largest number of ONPT service requests when customers call USCIS to inquire on the status of their case. The CRIS reporting tool, ShowMe, gathers data and allows for statistical tracking of Service Requests submitted through SRMT and e-Requests. At the present, CRIS is physically located at a USCIS Data Center and is configured using the hardware/software list below: • Web Server – Dell PowerEdge 2950 running Windows 2003 Server and IIS 6.0 • Application Server - Dell PowerEdge 2950 running Windows 2003 and Caucho Resin 3.0.x • Database Server – IBM pSeries 660 running AIX 5.x and Oracle 9.2.08. USCIS is currently undertaking a migration of this application to a new facility that utilizes virtualized servers. Deployment to the new facility is scheduled at the end of 2010. A component of CRIS is the Customer Management Interface System (CMIS), which is a customer queuing system that manages the flow of traffic within local offices. It also gathers information and statistics as to the kinds of services that the customers receive while in the office.
CRIS Objectives	The objective of CRIS is to provide an easily accessible and accurate means by which customers or their representatives can interact with USCIS regarding case status, processing times, change of address requests as well as a means to support inquiries regarding outside normal processing time requests. The Customer Relationship Interface System provides customers access to this information via an intuitive web interface, or through a 1-800 customer call center. The Customer Relationship Interface System must continue to offer enhancements and tools that help support USCIS' customer-centric mission, and that facilitate in the development of partnerships with other agencies and organizations on data requirements and expand the electronic exchange of data mission-partners, including federal, state, and local agencies and the private sector. CRIS must be able to provide timely access to database information for such purposes as data analysis or ad hoc reporting as requested by USCIS or other Government agencies or as directed by the IT PM. Information regarding benefit case status; processing times; change of address (CoA) requests and customer case processing must be able to be queried and presented. Customer Management Interface System must continue to provide offices with the ability to track customer flow within their offices and to

	gather statistical analysis. This analysis can also provide a human capital analysis to determine the staffing needs in local offices.
CRIS Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO) and Verizon HostConnect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
CRIS Maintenance Requirements	The Contractor shall sustain CRIS and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from the CRIS system to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from CRIS to the TPO solution. The Contractor must provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with CRIS such as interface modules, data/voice circuits (such as Verizon HostConnect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
CRIS Application User Support	The Contractor shall maintain distance learning modules, and maintain the CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide CRIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM.

National Customer Service Center Siebel at Tier 2 (NCSC Siebel)	
NCSC Siebel Project	The are two components to the National Customer Service Center (NCSC) Siebel at Tier 2 application: content management system sustainment and computer telephony integration sustainment. The content management system is based on Siebel with an Oracle database, and resides at the National Customer Service Center's (NCSC) Eastern Telephone Center. It contains USCIS laws, regulations, forms, links to external sites, and gathers information collected during telephone calls. This information is then "popped" to Tier 2 information service officers through computer telephony integration. Siebel/Oracle content management system and Siebel's Computer Telephony Integration (CTI) and Customer Relationship Management (CRM) integration will display the "call record" information on each immigration information officer's desktop when a call is received, to include Soft Phone capability. Telephony integration sustainment requires the Contractor to act as a liaison between Government and the telephony integration vendor (currently Verizon Business), who provides call delivery logic and hosted intelligent call routing services to USCIS. The Contractor shall be cable of supporting the integration and call delivery from hosted intelligent call routing system (Genesis) to the NCSC Siebel CRM system Tier 2. The NSCS Tier 2 Call Center Information Service Officers (USCIS Adjudicators) access CRIS, Service Request Management Tool (SRMT)

	(a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), and National File Tracking System (NFTS) to address immigration issues that deal with pending as well as processing cases. Calls referred to NCSC Tier 2 Information Service Officers deal specifically with case information that cannot be retrieved by Tier 1 call center staff. The Siebel CRM takes the call transfer which includes generic caller information (no PII), however once the Tier 2 Information Service Officer receives the ticket, they have authenticated access to CLAIMS and support subsystems to address case-specific questions.
NCSC Siebel Objectives	Government staff at the Customer Service Directorate is responsible for maintaining the content that is populated in the CRM. The Contractor is responsible for sustainment activities that ensure the Siebel call center platform and pertinent interfaces operate properly, such as linkages with CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), National File Tracking System (NFTS), and any internal and external links. The Contractor shall maintain the integrity of telephony integration and provide maintenance support for future interconnections between Siebel CRM and other USCIS supported systems.
NCSC Siebel Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO), the Customer Service Directorate, and Verizon Host Connect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
NCSC Siebel Maintenance Requirements	The Contractor shall sustain the Siebel CRM and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from or to the Siebel (and interfacing CRIS) systems to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from Siebel (and interfacing CRIS) to the TPO solution. The Contractor shall provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with Siebel/CRIS such as interface modules, data/voice circuits (such as Verizon Host Connect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
NCSC Siebel Application User Support	The Contractor shall maintain distance learning modules, and maintain the Siebel/Oracle/CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide Siebel training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. Contractor shall ensure latest versions of Siebel and Oracle are used and shall be available to coordinate any changes in mapping, content, or structure.

Field Operations

Computer-Linked Application Information Management System 3 (CLAIMS 3)	
CLAIMS 3 Project	The Computer-Linked Application Information Management System 3 (CLAIMS 3) was established as an umbrella system that incorporates casework-oriented processing of DHS benefits, including application receipt, adjudication, and notification. The CLAIMS 3 umbrella major components are: CLAIMS 3 Mainframe (MF), Marriage Fraud Amendment System (MFAS), CLAIMS 3 Local Area Network (LAN), Customer Relationship Interface System Interface (CRISI), Biometric Retrieval Unit (BRU), Adjustment of Status (AOS) scheduler, Family Based Adjustment of Status Interface (FBASI), RAPS Employment Authorization Document System (RAPSEADS), Automated Premium Processing e-mail System (APPLES), I-512L, Travel Document Personalization System (TDPS) Push Utility, Interim Interagency Border Inspection System (IBIS), Electronic Filing Interface (EFI), Data Viewer Utility, National File Tracking System interface (NFTSi), Enterprise Print Manager Service (EPMS), and the Security Administration toolset. Each of these components are described in greater detail below, but functionally operate as a single umbrella system. **CLAIMS 3 Mainframe:** CLAIMS 3 MF supports and maintains casework for applications and petitions for benefits by aliens. Additionally, CLAIMS 3 MF facilitates the adjudication and notification process for the examinations program. CLAIMS 3 MF also serves as the repository for all data processed in the CLAIMS 3 LAN systems at the four Service Centers, the National Benefits Center, the Administrative Appeals Office, and the Baltimore District Office through daily batch runs. The adjudication system in CLAIMS 3 MF has two primary components: an online data entry and adjudication system, and a system of batch runs on an inquiry/update system, which extracts and reports data and provides interfaces with other systems. CLAIMS 3 MF also includes MFAS. **CLAIMS 3 LAN:** CLAIMS 3 LAN provides USCIS with a decentralized and geographically dispersed LAN-based mission support case management system, with participation in the centralized CLAIMS MF data repository. Originally developed to track the receipting of applicant/petitioner remittances and to produce notices documenting the remittance, CLAIMS 3 LAN functionality now includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, Application Support Center image capture, and production statistics, and status updates. CLAIMS 3 LAN uploads daily case-transaction data to the CLAIMS 3 MF (the central repository for CLAIMS 3 case data). The CLAIMS MF distributes CLAIMS 3 LAN information across other DHS and non- DHS systems. Customer Relationship Interface System Interface provides capacity to respond to public inquiries by automating specific types of database lookups that would have required operator assistance. Family Based Adjustment of Status Interface provides automated ingestion into CLAIMS 3 LAN from fee receipting performed by Lockbox. RAPS Employment Authorization Document System sends Employment Authorization Document requests from RAPS to the Nebraska Service Center for processing. Automated Premium Processing E-mail System prepares and sends e-mail messages to customers that filed premium processing applications. The I-512L utility prints advance parole documents based on adjudicated cases within CLAIMS 3 LAN. Enterprise Print Manager System interfaces with the ESB to provide centralized notice

	production for USCIS at an enterprise level. Data in CLAIMS 3 LAN in NBC can also be made available for the District Offices to access and update via the Interim Case Management System (ICMS). To support CLAIMS 3 deferred maintenance, CLAIMS 3 program optimization is required to reengineer CLAIMS 3 to implement security hardness and privacy optimization, re-host the CLAIMS 3 application, and migrate affected CLAIMS 3 database(s) to remediate outstanding security deficiencies, such as Certification and Accreditation (C&A), and various audits of CLAIMS 3 are completed.
CLAIMS 3 Objectives	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2012 • Correct all Section 508 issues by end of FY2013 • Develop EPMS in conjunction with TPO release schedule • Transition to Transformation Program Office (TPO) solution by FY2016 The objectives for the CLAIMS 3 MF are as follows: • Migrate to a DHS data center by end of FY2011 • Correct known systems issues • Update business rules as needed for legislative, policy, or regulation changes
CLAIMS 3 Coordination	CLAIMS 3 Development team will need to coordinate with the Enterprise Service Bus (ESB) team, Service Center Operations (SCOPS) Directorate, Field Operations Directorate, Enterprise Services Directorate, and Office of Intake and Document Production. The Contractor shall be required to coordinate with the following external agencies: CBP, ICE, OIS, DHS HQ, GAO, OIG, and DoS. It is envisioned that CLAIMS 3 LAN will be subsumed by USCIS TPO solution by FY2016. CLAISM3 LAN team must support and collaborate with the TPO team as needed.
CLAIMS 3 Maintenance Requirements	In addition to performing maintenance actions to meet the objectives described above, the Contractor shall perform sustainment activities on CLAIMS 3 using Pervasive SQL and/or other USCIS and DHS-approved tools. The Contractor shall assist with system operations and upgrade support, which includes preparation and participation in upgrades that affect the CLAIMS 3 server operating system, database management system, and/or server hardware. Upgrades typically occur two to three times per year. The Contractor shall be required to have a database administrator to maintain both the logical and physical models of the database and maintain the data dictionary. Congressional mandates and policies impacting CLAIMS 3 are possible within the scope of this SOW. The Contractor shall make required modification to CLAIMS 3 LAN to support law or rule, as directed by USCIS.
CLAIMS 3 Application User Support	The Contractor shall provide on-site network and application support at the Administrative Appeals Office and Baltimore District Office. The Contractor shall provide dedicated on-site support between 8:00am and 8:00pm EST to be shared primarily between these two sites and secondarily among the 4-Service Centers and NBC.

Computer-Linked Application Information Management System 4 (CLAIMS 4)	
CLAIMS 4 Project	Computer-Linked Application Information Management System 4 (CLAIMS 4) is the primary case processing system for the adjudication of applications for naturalization (N-400). Initially developed and deployed over a 5-year period (from October 1995 to December 2000), CLAIMS 4 is currently operational at 98 locations nationwide (four Service Centers, the National Benefits Center, 88 Field Offices, four overseas Field Offices and Headquarters) and offers a standardized automated process for adjudicating naturalization and citizenship applications. Computer-Linked Application Information Management System 4 is a multi-tier client/server workflow management system designed to: • Support high-volume processing of naturalization applications received by USCIS at the JP Morgan Chase Lockbox facility • Capture fee information from the lockbox for financial record control • Support and record the results of the adjudication of each application • Provide case status to applicants (customers) throughout the period of case processing • Provide primary case processing for the adjudication of applications for naturalization (N-400) • Improve USCIS fee and fund accountability by utilizing the lockbox • Provide automatic scheduling for fingerprints, interviews, and oath ceremonies. Computer-Linked Application Information Management System 4 software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling. The Computer-Linked Application Information Management System 4 application has initially been divided into modules, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamically linked library (DLL). The Computer-Linked Application Information Management System 4 modules include the following: • Receipting • Adjudication • Batch Status Update (BSU) • Case Status • Case Management (CM) • Scheduler/Batch Scheduler • Notices • Reports • Oath Ceremony Management (formerly DocProd) • System Maintenance • External Interface

	• Workflow Admin These modules were designed to be stand-alone components that do not require support from the other subsystems for execution and are launched from the main switchboard. Some of the components provide both a graphical user interface (GUI) and a public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface provides functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for execution.
CLAIMS 4 Objectives	The primary objective of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization, N336, N600, N565, and N470, applications; including the receipting, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extendible and scalable, with a view to accommodating processing of other DHS benefits applications in the future.
CLAIMS 4 Coordination	The Contractor shall coordinate with Lockbox, Enterprise Service Bus (ESB), Re-Engineered Naturalization Application Casework System (RNACS), Customer Relationship Interface System (CRIS), National File Tracking System (NFTS), Benefits Biometrics Support System (BBSS), CIS, FD-258 Enterprise Edition (EE), Site Profile System (SPS), Refugees, Asylum, and Parole System (RAPS), and Enterprise Citizenship Immigration Centralized Operational Repository (eCISCOR) teams if the work performed is related to one of the interfaces. Coordination with the business owner, OFO, through OIT, will be required.
CLAIMS 4 Operational Support Requirements	The Contractor shall investigate and report all problems with the operation of the CLAIMS 4 system on a daily basis to the Government IT PM and other key stakeholders. The Contractor shall provide administrative operations support for the CLAIMS 4 Windows NT and/or Windows XX servers (as applicable) on the DHS LAN and related subsystems, workstations, and peripherals. The Contractor shall provide Windows NT and/or Windows XX (as applicable) support and administration services to the field (including DHS USCIS Service Centers, and Regional and District Offices) for approximately 188 Windows NT and/or Windows XX (as applicable) CLAIMS 4 servers. The Contractor shall provide CLAIMS 4 support to DHS Headquarters Windows NT and/or Windows XX (as applicable) server domain, which involves approximately 50 desktops that require CLAIMS 4 manual installations (assume 42 CLAIMS 4 installs per year requiring 4 hours for each machine). The Contractor shall provide on-site support for new CLAIMS 4 site installation (assume 2 new sites and site moves per year, and a 2-person team for each installation, 2-weeks per installation, including travel).
CLAIMS 4 Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CLAIMS 4 application to malfunction. The principal areas of software maintenance include the CLAIMS 4 software scripts which are operational on any of the platforms in the multi-tier configuration; requirements gathering to support software maintenance and interfaces with other applications; and create and modify Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS citizenship processes, as

	applicable. The Contractor shall work with the Government IT PM to address the following: • Mitigate the risks of an aging application infrastructure • Meet the business current/emerging requirements • Revise CLAIMS 4 architecture to n-tiered solution (eliminating the workflow servers) • Utilize Integrated Operating Environment (IOE) services via Enterprise Service Bus (ESB) • Address 508 deficiencies • Migrate to .Net framework • Support migration of application to a DHS data center • Integrate with ArcSight security suite The Contractor shall maintain both the logical and physical models of the database; maintain the data dictionary; and maintain data integrity.
CLAIMS 4 Application User Support	The Contractor shall provide CLAIMS 4 training to the appropriate USCIS employees, and regions/offices via a Web-based tutorial delivered through WebEx and CBT. The Contractor shall also provide instructor-led training in the form of train-the-trainer training. The Contractor shall provide at least 24 sessions a year. The duration of the session could vary based on the complexity of the training; generally lasting between two days and a week. The Contractor shall modify the exiting textual training materials as the application changes. All changes made to the textual training materials must be duplicated in the web-based tutorial. The Contractor shall perform periodic database clean-up of the CLAIMS 4 training database in support of on-going end-user training classes.

FD 258 Mainframe (FD258 MF)	
Project	The FD 258 Mainframe (FD 258 MF) Fingerprint Tracking System was established to meet the need of the Department of Homeland Security (DHS) to track fingerprint information, to and from, the Federal Bureau of Investigation (FBI). FD 258 MF maintains information on individual applicants fingerprint status. Each record contains applicant information that was sent to the FBI, such as name, birth date and other genetic biometric/biological data, as well as date fingerprinted and date sent to FBI. The records also contain information received from the FBI such as, FBI process date, FBI search result and other information. FD 258 MF processes about 7,000 "send" record transactions per day and about 7,000 "response" record transactions per day. Historical transactional numbers are subject to change. FD 258 MF has two primary components: an online data inquiry system, and a system of batch runs. The batch system accepts and processes data from the Integrated Automated Fingerprint Information System (IAFIS) via the FD 258 Enterprise Edition system, as well as produces reports and provides interfaces with other systems. The FD 258 MF was created in order to: • Effectively serve the adjudication needs of USCIS personnel tracking applicant fingerprint status and results. • Effectively serve the management needs of USCIS Headquarters personnel concerned with database statistical information. • Provide the capability of satisfying the DHS National Quality Procedures (NQP) via Control Number display. • Provide daily reports to USCIS field office personnel via Remote Online Print Executive System (ROPES), on all daily database activity. The Contractor shall perform reconciliation functions between the fingerprint information contained in the FD 258 Mainframe and DHS' IAFIS on up to 2 million records per year via batch process. The Contractor shall purge and archive up to 5 million fingerprint records, via a batch process, from the system in the first year. The Contractor shall correct up to 250,000 fingerprint records within the system per year (approximately 70% of these will be done via batch process and the remaining 30% will be done manually). The Contractor shall identify up to 100,000 fingerprint records, without FBI responses, per year via batch process.
Objectives	The FD 258 Mainframe may be decommissioned at the end of FY11. There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
Coordination	This application interfaces with other DHS/USCIS applications (CLAIMS 3 LAN, CLAIMS 4, RAPS, RNACS, and FD258EE).
Maintenance Requirements	The Contractor shall perform minor corrective action periodically, such as repair a Job Control Language logic error.

Interim Case Management Solution (ICMS)	
ICMS Project	The Interim Case Management Solution (ICMS) allows USCIS to efficiently and accurately adjudicate immigration benefit applications by providing a case management system that assists staff that manages forms, fee receipting, and pre-processing. Interim Case Management Solution was launched in June of 2004, as a web-based interface between CLAIMS 3 and District Offices. Interim Case Management Solution makes family-based I-485 and related forms available to District Offices. District Officers can enter pertinent adjudications information via the Intranet in real-time and update applications via the Intranet with the final adjudication data into CLAIMS 3 LAN, which then updates CLAIMS 3 Mainframe and other systems. The interim solution is to provide benefit processing of family-based I-485 and related forms using ICMS. The Interim Case Management Solution workflow allows users at the Application Support Centers and District Offices the ability to view and manage case information as it is received. Information from the applicant, via the National Benefits Center, Application Support Centers, and the National Customer Service Center will be aggregated into the CLAIMS 3 database and made available via a concise user interface enabling the Application Support Centers and District users to not only adjudicate the application faster, but with more reliable and accurate data. The Interim Case Management Solution consists of Windows XP standard client with Resin web server on Windows 2003 Enterprise Edition Server. The web application server is a Dell 2650 with 8 GHz Xeon Processors, 4 GB RAM, Intel Pro 1000 NIC, 5x36 GB drives (raid 1+5) and Resin 3.0.23.
ICMS Objectives	Currently, all District, Sub, Satellite Offices, and Application Support Centers use ICMS to adjudicate cases. The long-term goal is to adopt an enterprise case management system to process applications and petitions for all benefits issued by USCIS. The Transformation Program Office is currently tasked with developing an enterprise case management system.
ICMS Coordination	The Contractor shall coordinate with the CLAIMS 3 sustainment team on CLAIMS 3 database issues or problems and provide solutions to modify or correct the database. When there are ICMS releases, the Contractor shall coordinate with the CLAIMS 3 sustainment team to ensure ICMS contains the same functionality as CLAIMS 3.
ICMS Maintenance Requirements	The Contractor shall perform sustainment activities to ensure staff can utilize ICMS to include ICMS software and compatibility with Web services.

InfoPass	
InfoPass Project	InfoPass is an Internet-based system that allows USCIS customers to make an appointment with an Immigration Information Officer (IIO). The primary function of InfoPass is to allow all customers to schedule appointments and allow USCIS to track scheduling information for individuals applying for benefits. InfoPass provides functionality to define and manage resources available for scheduling and manage appointments. InfoPass was originally developed at the Miami District Office in April of 2004, in response to long lines of customers waiting to meet with IIOs. After its success in Miami, the USCIS Director determined that InfoPass should be extended to all USCIS District Offices and USCIS sub-offices nationwide. On average, InfoPass gets about 19,500 Internet page visits each day and schedules appointments for about 6,000 applicants daily for a variety of appointment types. System users consist of the general public and USCIS authorized personnel. The general public is able to schedule appointments to obtain information. Within a few clicks, a customer can log into InfoPass, determine their appointment type, schedule their appointment, and print an appointment notice. Authorized users have access to InfoPass to add, modify, and review appointment schedules; complete check-in/check-out of applicants; and cancel appointments. InfoPass is accessible via the Internet and through kiosks located at selected USCIS Field Offices. There are 119 InfoPass kiosks in 76 field sites throughout the country. The InfoPass operating system is Linux, the web server is Apache and the database is MySQL. The load balancer is also Linux, with virtual server extensions. InfoPass kiosks are currently configured with Microsoft Windows XP SP2 and Internet Explorer 6.0.
InfoPass Objectives	The Field Operations Directorate will work with the Information and Customer Service Division (ICSD) and the Contractor to ensure adaptive and relevance maintenance occurs in order to keep the kiosks and InfoPass current and meaningful to the users.
InfoPass Coordination	InfoPass is considered a 'stand-alone' application and does not require coordination with other systems. However, coordination with the parties responsible for the kiosk maintenance and deployment will be required. InfoPass also contains an Intranet component and close attention to changes within the USCIS Intranet is required.
InfoPass Maintenance Requirements	The Contractor shall support the incorporation of queries against the InfoPass database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports that are requested from time-to-time by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support the continued function and future expansion of InfoPass. This support may include: • The addition or removal of language types • The addition or removal of service groups • The revision of zip code assignments for regional offices • The update of monthly USPS zip codes • Coordination with parties responsible for the maintenance and further deployment of kiosks Additionally, InfoPass is currently undergoing development for its next release which is set to include Section 508 compliance corrections as

	well as an Authority to Operate (ATO) required security changes. The contractor will be required to support this ongoing effort and ensure that the release complies with the established scope.

Reengineered Naturalization Casework System (RNACS)	
RNACS Project	The Reengineered Naturalization Casework System (RNACS) was established to meet the information and case management needs of USCIS staff in headquarters, service processing centers, and the Citizenship Branch in district and regional offices. The Reengineered Naturalization Casework System tracks applicants through the naturalization (N400) and citizenship (N600) process from initial data entry through issuance of citizenship/naturalization documents. It also tracks and processes applications for replacement certificates (N565). RNACS maintains a status history of all significant case updates, schedules cases for examinations and oath ceremonies, and produces correspondence to applicants and their representatives. Mailers are produced to inform those applicants and representatives of scheduled appointments and of decisions made in regards to the case. The system produces a variety of both scheduled and on-demand statistical and management reports. RNACS has two primary components: an online data entry system, and a system of batch programs, which processes casework, extracts data and produces reports, and supports interfaces with other systems. The current RNACS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages. RNACS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
RNACS Objectives	The objective is to retire the system and include the functionality in Computer-Linked Application Information Management System (CLAIMS 4)
RNACS Coordination	Coordination with the business owner, Office of Field Operations, through OIT, will be required.
RNACS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.
RNACS Application User Support	Perform periodic database clean-up of the RNACS training environment in support of on-going end-user training classes.

Fraud Detection and National Security

Fraud Detection and National Security Data System (FDNS-DS)	
FDNS-DS Project	The Fraud Detection and National Security Data System (FDNS-DS) was designed and developed as the case management 'system of record' to record, track and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving immigration benefit fraud, national security concerns and egregious public safety activity in support of the Office of Fraud Detection and National Security (FDNS) Directorate's mission. Fraud assessments and background checks are required, by statutory and regulatory requirements, for all applications or petitions filed with USCIS. Benefits cannot be issued until background checks are complete. The information provided by FDNS-DS is essential in conducting background checks. FDNS-DS currently supports approximately 1,000 end-users. The Fraud Detection and National Security Data System is a browser-based application implemented using the Siebel 7.7 Public Sector and Siebel Analytics COTS product suite with Actuate Reporting capabilities. The backend database is Oracle 9i. The application is currently hosted on Windows 2003 Enterprise Server running on Dell Servers at a Government data center. The current suite of COTS products to be supported include Siebel Public Sector Case Management, Siebel Analytics, Informatica Powercenter, Oracle 9i, Actuate, Windows 2003 for the Oracle Database Server, Siebel servers on Windows 2003 Operating System, and Microsoft IIS Web Server.
FDNS-DS Objectives	In 2004 USCIS, established FDNS to address a weakness in addressing potential threats to the legal immigration system due to fraud and/or national security concerns. The Office of Fraud Detection and National Security's primary mission is to detect, deter, and combat immigration benefit fraud and to strengthen USCIS efforts aimed at ensuring benefits are not granted to persons who threaten national security or public safety. As part of the USCIS Transformation Program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Integrated Operating Environment (IOE) as part of the Fraud and National Security Case Management (FNS-CM) module. Migration of all FDNS-DS data is required to support FNS-CM development and deployment. FDNS-DS and the IOE FNS-CM will run in parallel for a finite period of time until FDNS-DS can be dispositioned. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to Known Errors will be made to FDNS-DS based on business requirements.

FDNS-DS Coordination	The Contractor must proactively coordinate all activities associated with, but not limited to, the following programs and projects: • Integrated Operating Environment (IOE) – support FDNS-DS data migration into the IOE; current system design and configuration; business reporting requirements; materialized view design and maintenance. • Citizenship and Immigration Services Common Operational Repository (CISCOR) to input CLAIMS-3 data into FDNS-DS – maintain the data exchange and ETL processes associated with this system-to-system interconnection. • Enterprise Performance Assessment System (ePAS) – design, develop, and maintain the data exchange of FDNS-DS data into ePAS • Legacy USCIS Systems - coordinate all required data exchanges with USCIS legacy systems (eg. CLAIMS 4, NFTS, etc.) • Reporting Requirements – coordinated and support all recurring and adhoc data extracts and reports in support of FDNS analysis and reporting requirements. • IT Security – support all IT security remediation and actions to include but not limited to the testing and installation of security patches.
FDNS-DS Operational Support Requirements	The Fraud Detection and National Security Data System's system and database administration support is provided by USCIS OIT staff located at a Government data center. Data center staff (as opposed to the Contractor), performs server administration and maintenance activities such as backup and recovery operations, OS patch installation, and Windows operating system support for the production, development, and test/training environments. The data center staff also provide Oracle database creation from contractor supplied "as built" documents as well as and standard database patching and maintenance activities, and server performance monitoring for the production environment. The data center staff is also responsible for new hardware installation and implementation of configuration design. The Contractor's operational support requirements shall not, therefore, include system and database administration in either the production or engineering environments for FDNS-DS. Contractor support is required for database design specification and "as built" document creation which the data center support staff would use to create or modify the databases. The Contractor would have DBA access to the engineering environment databases for the propose of designing and constructing databases necessary to arrive at the proper configuration to push forward. Data center support for the engineering databases would be limited to initial default or as built driven database creation, standard patching, and O&M support. The Contractor is responsible for FDNS-DS account creation and maintenance. Maintenance of user accounts includes, but is not limited to, maintaining users' position(s) with the FDNS organizational hierarchy that is the catalyst for performance reporting. The Contractor shall provide FDNS-DS analytic capabilities provided by the Oracle Business Intelligence Suite Enterprise Edition (OBIEE). The Oracle Business Intelligence Suite Enterprise Edition is the tool within FDNS-DS that supports performance management metrics analysis & reporting, ad hoc queries, and HQ and Field report development and publishing. In addition, the Contractor must provide O&M on all existing and development of new Subject Areas and Materialized Views in support of business requirements. The Contractor shall support all local FDNS databases and repositories that are utilized to compile data from a variety of FDNS and other USCIS systems, including but not limited to the ASVVP Middleware, Interim Reporting Solution, FDNS SQL Reporting Database. The Contractor will not be required to complete USCIS SELC and CCRM documentation and processes for these local FDNS databases and repositories. However, as functionality is incorporated with the FDNS-DS system, appropriate SELC and CCRM documentation and/or process will be updated and followed. The Contractor shall redesign and update the Reporting Star Schema in the SQL server reporting database to include newly defined data concepts and reporting objects and improve the scope and capability for FDNS reporting.

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The following FDNS locally developed databases require maintenance support as the capabilities are intertwined with FDNS-DS supported business programs, such as the Administrative Site Visit and Verification Program (ASVVP).

System	Platform	Customers	Updated Estimated Hours	Support Level	DB Location
Interim Report System (IRS)	Access	~100 Enterprise Wide	Weekly 3	Load weekly IRS extract, maintain existing queries and reports within Access, trouble-shoot end-users issues with locally developed reports.	CIS1 Network: \\z02rscul123\share$\Ull02share\Fdns irs\
ASVVP Middleware (MW)	Access	20 @ VSC, CSC, HQ, Vendor(s)	Weekly 3	Maintain O&M of DB and daily imports/exports; routine reconciliations required to sync ASVVP MW with FDNS-DS. Support ASVVP COTR with metrics to support payment to the vendor(s).	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
SQL Report DB (a.k.a. CR 603)	SQL Server	10 @ HQ	Weekly 3	ETL routines for monthly FDNS-DS extracts; O&M of SQL DB; create reports using SQL.	Located on an OSI Server. Access is handled via Remote Terminal ID's.
Comprehensive ASVVP Reporting System (CARS)	Access	10 – 20 @ VSC and CSC	Weekly 5.5	Basic DB O&M; Daily B/U of DB	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
ASVVP Zip Code DB	Access	10 @ VSC, CSC, HQ	Weekly 5.5	Basic DB O&M; Daily B/U of DB	CIS1 Network:

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	Adhoc Support	Access & SQL Server	FDNS	Weekly 20	Special Data Pulls, emergency and other maintenance, and other data base maintenance requirements	Various locations
FDNS-DS Maintenance Requirements	Maintenance actions that will most likely occur within the contract scope of work include, but are not limited to Siebel and Oracle upgrades.					

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FDNS-DS Application User Support

The Contractor shall coordinate with the FDNS-DS system and database administrators to ensure that the FDNS-DS training environment mirrors the current production environment.

In support of FDNS SAS efforts, the Contractor shall:

- Develop and publish reports and queries utilizing the SAS Suite of Tools, including but not limited to, SAS Enterprise Guide and SAS Microsoft Add-in.
- Support users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map
- Provide business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS
- Assist users with writing local reports.
- Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

System	Platform	Customers	Updated	Hours	Support Level	DB Location
SAS	SAS and Oracle	1000	Daily	8	Develop and publish reports and queries utilizing the SAS Suite of Tools, including but not limited to, SAS Enterprise Guide and SAS Microsoft Add-in. Support users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map. Redesign and update the Reporting Star Schema to include newly defined data concepts and reporting objectives and improve the scope and capability of FDNS reporting using SAS.	SAS Environment

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Intake and Document Production

Electronic Filing (E-Filing)	
E-Filing Project	Electronic Filing (E-Filing) is the USCIS system that supports filing and submission of an electronic petition or application for immigration benefits using the Internet. Electronic Filing consists of two components: a front-end that collects the application and payment data, and a back-end that receives the collected information and distributes the data to the appropriate USCIS locations. Currently, the following applications and petitions may be submitted through E-Filing: • Form I-90, Application to Replace Permanent Resident Card • Form I-129, Petition for a Nonimmigrant Worker (Except for H-1B) • Form I-129S, Nonimmigrant Petition Based on Blanket L Petition • Form I-131, Application for Travel Document • Form I-140, Immigrant Petition for Alien Worker • Form I-539, Application to Extend/Change Nonimmigrant Status • Form I-765, Application for Employment Authorization • Form I-821, Application for Temporary Protected Status • Form I-907, Request for Premium Processing Service Additional applications and petitions will be made available for E-Filing in the future. Electronic Filing is currently located at the Department of Justice Data Center. The architecture of e-filing consists of two load-balanced Internet servers (Dell Poweredge 2950's), two load balanced Intranet servers (Dell Poweredge 2850's), two load balanced application servers (Dell Poweredge 2950's) and 2 IBM 7026 database servers.
E-Filing Objectives	The primary objective of E-Filing is to provide the customer with the ability to electronically submit benefit applications, conveniently take online payments and process these payments in a timely and accurate manner. Electronic Filing must provide the most current form types as determined by USCIS and maintain the relationship with Pay.gov for transaction processing. Additionally, E-Filing must ensure that the database is clean and accurate and capable of generating usage reports as needed. Electronic Filing software must be maintained so that it is scalable and flexible. New forms may be added, existing forms may be changed, and/or closer integration with other USCIS applications and/or operating environments may be requested.

E-Filing Coordination	Electronic Filing is an integrated application that communicates data with other separate applications. Below is the list of applications and systems with which E-Filing shares data: • Biometric Benefits Support System (BBSS) • Application Support Center (ASC) Biometric System • CLAIMS3 LAN • Enterprise Service Bus (ESB) Coordination with the above-referenced applications teams shall be required. Electronic Filing also interfaces with Pay.gov, a website coordinated by the Financial Management Service of the Department of Treasury that processes online payments for E-Filing.
E-Filing Maintenance Requirements	Electronic Filing is currently migrating to a new data center. The contractor shall be responsible for providing technical and logistical support to OIT, including the transitioning of the application to a virtualized environment, upgrading the database from Oracle 9i to Oracle 11g, testing application interdependencies, firewall rule support, and deployment support. The Contractor shall support the incorporation of queries against the E-Filing database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports as needed that are requested by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support planned adaptive and relevance maintenance actions, which may include adding new benefit types, adding new forms, and/or adding new user functionality. Future maintenance requirements may include: • Capability for applications and petitions to be filed electronically • Capability for electronic fee payment • Providing an electronic receipt of fee payment and application submission • Capability for USCIS to receive the application and fee payment data electronically • Capability for tracking the status of each e-filed form throughout the process • Capability for passing data to the C3 LAN system electronically • Capability for receiving bounced fee information • Capability for capturing and matching digital biometrics The Contractor shall also provide integration support for the Transformation Program Office (TPO) mission as determined by USCIS OIT. This includes, but is not limited to: transitioning form processing from E-Filing to the TPO Integrated Operating Environment (IOE) or similar enterprise interface, and the coordination of the transfer of external connections from E-Filing to IOE or similar enterprise interface as directed by TPO.

Integrated Card Production System (ICPS)	
ICPS Project	The Integrated Card Production System (ICPS) is a suite of related systems that include the Integrated Card Production System Print Services (ICPS-PS), the National Production System, (NPS), National Production System Web (NPS Web), and Secure Mail Initiative (SMI). The Integrated Card Production System is an automated benefit card packaging and routing system that supports USCIS examinations tasks. The Integrated Card Production System polls the Computer-Linked Application Information Management System 3 LAN (CLAIMS 3.0 LAN) database for benefit card print requests (CPR). Once a request has been found, ICPS-PS bundles all the biographic data and biometrics associated with the applicant for whom the print request was made. The data for the CPR is then routed through NPS and sent on for printing. The data populates an Oracle database and is then routed through the NPS and sent on for printing. Once the card has been printed, the results are sent back through the ICPS-PS for updating in the CLAIMS 3 LAN databases. Cards that are currently printed via the ICPS-PS/NPS workflow process are the Employment Authorization Document and Permanent Resident Card. The National Production System acts as a management system to centrally monitor and control CPR files from CLAIMS 3 LAN and ICPS-PS. By consolidating print requests for a particular card type from the Service Centers a given printer can focus on producing a single card type, minimizing the need to switch the printer to another card type during the business day. The architecture of NPS is based upon centralized collection and redistribution of print requests from the Service Centers and other systems. The current ICPS-PS in the Service Center continues to produce CPR files. However, instead of each ICPS print services system independently determining a print location, the CPR files are sent across the existing DHS Wide Area Network (WAN) to a central collection point, the NPS. Here they are examined to determine what type of cards they represent, temporarily stored on the NPS system, and distributed to a printer via a scheduling routine. NPS saves information about each card, including its originating site and application identifier, long enough to allow for recovery. NPS also has a Web component that is used by DHS and Service Center personnel to monitor system performance, set key operating parameters, produce reports, and manage the central NPS application. Secure Mail Initiative allows USCIS to track secure identity documents from production through delivery, combining the USCIS secure identity documentation system with an automatic version of delivery confirmation from the U.S. Postal Service. Information regarding the mail status of secure documents will be available to all USCIS customers through the USCIS National Customer Service Center and on the Internet via USCIS' Case Status Online system. Secure Mail Initiative uses an MS-SQL server and Ipswitch WS-FTP technologies. Information is uploaded to the U.S. Postal Service from production facilities daily and SMI periodically downloads data from U.S. Postal Service. It supports a web-based user interface for USCIS customer service staff and Service Center staff.

ICPS Objectives	The Integrated Card Production system will support the Transformation Program Office (TPO) effort, which will result in the modification of ICPS and its subsystems as USCIS transitions to paperless customer-focused processing. The Secure Mail Initiative will support TPO as well, and in the future provide more updates to Case Status On-line. Likewise, SMI must be configured to create and maintain the delivery confirmation number used with the U.S. Postal Service. The Secure Mail Initiative will also be transitioned to a DHS Data Center by FY2013.
ICPS Coordination	The Integrated Card Production System interfaces with CLAIMS 3 LAN, the Customer Relationship Interface System (CRIS), the U.S. Postal Service, and the Enterprise Service Bus (ESB). The Contractor will be required to coordinate activities with the Office of Intake and Document Production, Service Center Operations Directorate, Enterprise Services Directorate, and the Transformation Program Office, all at USCIS.
ICPS Maintenance Requirements	The Contractor shall adapt ICPS as needed to meet USCIS Transformation needs. It is expected that the Contractor shall modify SMI to create and maintain the delivery confirmation number as well as to interface with the TPO system.

Office of Communications

Customer Service Web Portal (CSWP)	
CSWP Project	The purpose of the Customer Service Web Portal is to provide a content management portal for the USCIS Office of Communications (OCOMM) and their communications with the public, while at the same time increasing USCIS business production; improving customer service; and increasing the quality, accuracy, and consistency in the determination of USCIS benefits eligibility. Portal technology has enabled content management efficiencies by consolidating informational, educational, and instructional immigration content at one site: USCIS.gov. This has reduced or eliminated the need to publish content on multiple independent sites across the organization. The Customer Service Web Portal currently uses the OpenText/Vignette platform of tools, which includes: Vignette Content Management, Vignette Application Platform, Autonomy (for search capabilities), Collaboration, Community Applications, and Dialog. The Web Services Branch is actively working with DHS and the OCOMM to examine potential replacement tools, focusing primarily on open source technologies. To meet business needs, a significant amount of custom Java coding has been done. This coding is based on defined, approved business requirements. The Customer Service Web Portal utilizes an Oracle database, runs on JBOSS, and interfaces with Akamai technologies for site protection and acceleration. Additional leveraging technologies and services include: GovDelivery, ForeSee Results, and Accenture Maxamine for metrics reporting. The hardware at origin is Sun-based server environment.
CSWP Objectives	The Contractor shall be responsible for sustainment of the current CSWP system and for the development of new capabilities as identified through relevance and adaptive maintenance requirements supplied by the Government. Federal resources, in this case the Web Services Branch, shall be ultimately responsible for managing the Contractor's work, developing additional requirements, and confirming the requirements through testing. The Contractor will supply technical development resources and shall be expected to support Web Services in completing non-coding related tasks. The Customer Service Web Portal content is the sole responsibility of the USCIS OCOMM. The Contractor shall not be responsible for creation of site content. The Contractor's role is limited to developing and supporting functionality to assist in OCOMM's content management needs, and in the business needs identified by the Government IT PM.
CSWP Coordination	The Customer Service Web Portal sustainment effort will require technical and programmatic coordination activities among OIT's Web Services Branch (in their role as managers of the technical solution), the USCIS OCOMM (in their role as the system business owner and primary content managers), OIT's Enterprise Infrastructure Division (in their role as managers of the USCIS infrastructure), the USCIS Transformation Program Office, and the various USCIS business owners requiring functionality to be implemented through CSWP. Currently, CSWP only interfaces with FIPS, which is managed by the USCIS National Security and Record Verification office. Additional interfaces may be required of CSWP as business requirements continue to evolve.
CSWP	The Contractor shall support the analysis of content to include broken links, duplicate files, spelling, language, adherence to standards, usage,

Maintenance Requirements	and adherence to best practices. In order to support content publishing, the Contractor shall support requests for immediate publishing which may involve clearing cache or expediting workflow queues. The Contractor shall take steps to improve system performance to meet established service levels. The contractor shall support the IT PM in creating reports describing Portal usage statistics. The contractor should expect to support any technical issues that arise with CSWP. This will involve supporting the Government IT PM in dealing with USCIS infrastructure resources, USCIS OCOMM, and other USCIS business owners as dictated by the business requirements. This will always include supporting Government IT PM and/or ISSO in all security reviews, assessments and documentation needs.
CSWP Application User Support	The Contractor shall provide CSWP training to the content management team and other interested parties; generally not to exceed twice per month. The Contractor shall support the maintenance of training materials and presentations.

Office of Information Technology

Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	
eCISCOR Project	The Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) operational data store is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires the implementation of new strategies, systems, and initiatives to support the various benefits application processes. Enterprise Citizenship & Immigrant Services Centralized Operational Repository is the first phase in building a USCIS data warehouse. The first step is to build an operational data store with limited transformation. In the second step, the data are fully transformed and integrated into a single data model within the structure of an approved data warehouse. Enterprise Citizenship & Immigrant Services Centralized Operational Repository will assume the role of an operational data store by incorporating data from nine of the USCIS primary databases, each being delivered as distinct releases to ensure that the data from each of nine source systems is represented in production as soon as possible. In addition, the eCISCOR operational data store can be used as the final migration data source for storing legacy data as part of a legacy decommission strategy. Release 1 of eCISCOR was developed by the USCIS OIT Data Interchange and Interoperability Branch (DIIB). Enterprise Citizenship & Immigrant Services Centralized Operational Repository is an Oracle 11g database that is located at a USCIS data center. All hardware and the production and staging database will be maintained and supported by the data center support team. The Contractor shall support the Informatica Extract, Transform, and Load (ETL) product that is used to populate the eCISCOR operational data store.
eCISCOR Objectives	Enterprise Citizenship & Immigrant Services Centralized Operational Repository is sponsored by the USCIS CIO and provides a common platform for USCIS end users to access and report on detailed and summarized transaction data replicated from USCIS and other external applications. The eCISCOR solution provides a cumulative view of legacy encounter-based (e.g., form-based) systems and will also provide limited person-centric query capability.
eCISCOR Coordination	Enterprise Citizenship & Immigrant Services Centralized Operational Repository will serve as a back-end repository for the USCIS-sponsored reporting application, Standard Management and Analysis Reporting Tool (SMART). Enterprise Citizenship & Immigrant Services Centralized Operational Repository will also connect with the TPO solution to pass legacy data as well as store new transactional data. A similar relationship exists between eCISCOR and Validation Instrument for Business Enterprises (VIBE). Enterprise Citizenship & Immigrant Services Centralized Operational Repository also passes a subset of data to the Immigration & Customs Enforcement (ICE) in support of the ICE Intelligence Decision Support ICE Pattern Analysis Information Collection (IIDS ICEPIC) initiative.
eCISCOR Operational Support Requirements	In concert with OIT Enterprise Architecture staff, the eCISCOR IT PM, and OIT Infrastructure Division, the Contractor shall analyze system performance and capacity utilization in order to develop recommendations for improvements. This shall include performance monitoring, and analysis and tuning of system components. The USCIS OIT and its data center support team will perform eCISCOR Unix and Windows server systems administration functions for the

	production and engineering environments (test and development). The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling to accommodate applications or processes running in the production or engineering environments that are outside of the normal baseline. The USCIS OIT Infrastructure Division and data center support team will perform eCISCOR basic database administration functions such as installation, creation of new schemas, tuning, the exportation or importation of data and running of database backups for the production environments. The OIT DIIB will provide all higher level database administration. The Contractor shall coordinate with the data center team and the OIT DIIB on any issues requiring special handling to accommodate applications or processes running in the engineering environments that are outside of basic database administration functions such as installation, tuning and the running of database backups which will be handled by USCIS OIT Infrastructure Division and data center support team. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes the support of installation in the Production environments, installation, configuration, and development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. The Government estimates one Full Time Employee (FTE) is required for the support of Informatica.
eCISCOR Maintenance Requirements	Enterprise Citizenship & Immigrant Services Centralized Operational Repository sustainment requires the Contractor to provide technical and programmatic coordination activities with the OIT data center support team and DIIB. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes installation and the support of installation in the Production environments, configuration, development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. Currently the eCISCOR standard maintenance window is every Sunday 6:00pm – mid-night. The USCIS data center support team and the Contractor shall provide support for monitoring Informatica production environment Workflows and all components pertaining to Informatica in eCISCOR production.

Kovair	
Kovair Project	Kovair Global Lifecycle version 6.0 is an enterprise level web-based Application Lifecycle Management (ALM) tool that USCIS OIT uses for requirements management. Kovair Global Lifecycle has the capability to provide lifecycle management functions for numerous systems engineering and services support functions, such as issue, test case, risk, task, and time management, as well as problem, defect, incident, and change management. The requirements function is the only Kovair entity currently implemented. It is used to manage the requirements of various USCIS applications, but has only been implemented in a pilot mode. Full enterprise rollout has not yet occurred. Kovair provides the capability to create custom entities, and a use case entity is currently being considered. Kovair Global Lifecycle has a built-in task-based process automation engine with a visual designer that allows multiple parallel paths. The process engine is used in the Kovair requirements management entity to route USCIS requirements for edit, comment, quality assurance, and approval based on roles. The Kovair implementation at USCIS is comprised of a production suite, a test suite, and a development suite. The development and test environments reside at a USCIS data center and are accessed remotely via Citrix. The Kovair application server consists of Windows Server 2003 SP2, Internet Information Server 6, Kovair 6.0, third party applications, and user licenses. The database server consists of Windows Server 2003 SP2, Internet Information Server 6, and SQL Server 2005 Enterprise SP3.
Kovair Objectives	Kovair ensures a single Government-owned and managed repository exists for application requirements. As applications move to the O&M phase, less risk is introduced if the requirements and their history are visible and known to the Sustainment Program. USCIS is still assessing Kovair for its applicability to the USCIS IT environment, and in the short term plans to pilot a use case entity with adaptors to input use data from Requisite Pro. Based on the results of the pilot, additional Kovair entities may be created.
Kovair Coordination	The Contractor shall coordinate efforts with the Transformation Program Office, OIT, and other stakeholders to gather the correct data elements needed to transfer information into and from Kovair as needed, to present the data is a usable format, to establish workable workflows, and to connect and configure adaptors to other stand-alone application lifecycle management tools.
Kovair Maintenance Requirements	The Contractor shall maintain and extend Kovair as needed. The Contractor shall create new and/or modify existing entities (or modules) in Kovair as well as configure and/or modify adaptors that are used for the exchange of data between Kovair and other ALM tools. New Kovair entities shall be either created from scratch or they may be based on existing templates provided by the Kovair vendor. New entities may include, but are not limited to, functions such as use case, requirements change management, test case, risk management, and/or defect tracking. The Contractor shall migrate existing requirements, use case, test case, and other data into Kovair as needed. The Contractor shall create views, report templates, and other objects enabled in Kovair so that data can be sorted, arranged, presented, printed, reported, and exported in a manner deemed usable by the stakeholders.
Kovair User Application Support	The Contractor shall ensure a Kovair training environment and training database is created and maintained, along with training scenarios that pre-populated in the database that support Kovair instruction. The Contractor shall provide instruction in the use of the tool and all installed, used, and configured entities. The Contractor shall create user documentation including, but not limited to, user guides, quick reference, and training documentation.

Remedy

Remedy Project

USCIS has implemented BMC's Remedy v 7 products to support various teams within USCIS OIT. Remedy v7 provides USCIS with the following key features and benefits:

- Integrates Information Technology Infrastructure Library (ITIL) processes with service desk, incident, problem, change, asset, and service level management workflows
- Unifies ITIL processes with integration to systems management for proactive and continuous improvement of service quality
- Synchronizes processes around a single view of infrastructure and business dependencies with the Configuration Management Database (CMDB)
- Accelerates implementation of ITIL with deep workflow integration on a single platform, data model, and UI
- Enables outsourcers or enterprises to serve multiple customers with one server via a multi-tenant architecture

Remedy v7 is a commercial-off-the-shelf (COTS) product and has been implemented using recommended vendor guidelines for the application installations. Agency specific customizations have been made throughout the application and these are fully documented. Currently, the Incident, Knowledge Management, Service Request Management and Change Management Modules are deployed and in use. Other Remedy v7 components (Problem Management, Release Management, Asset Management, Service Level Management, & CMDB) have been installed as part of the base application but will not be available for use with Release 2.0.

Remedy Software includes:

System	Applications Installed	Purpose
System P550 (1) – Production Database	Oracle v10.2.03.0	Application Database
Database	Oracle Client v10g	Connection between application server and database
System P550 (1) – Replication Database	Oracle v10.2.03.0	Replication Database
	Oracle Client v10g	Connection between production database and replicated database
System P520 (1)	IBM Websphere IBM HTTP Server v 6.0.2.21 (Version 6, Refreshpack 2, Fixpack 21)	Web Server to support Mid Tier Application

		*IBM HTTP Server is based on Apache v 2.0.47	
	System P520 (1)	Remedy ARS v7.1.00 Patch 6	Primary Application Software – maintains connection to Oracle Client
	Remedy Application Software	Remedy Incident Management v 7.0.03	Vendor provided application for Incident Management
		Remedy Problem Management v 7.0.03	Vendor provided application for Problem Management
		Remedy Change Management v 7.0.03	Vendor provided application for Change Management
		Remedy Asset Management v 7.0.03	Vendor provided application for Asset Management
		Flashboards 7	Vendor provided application for Graphical Display of data
		Dashboard Application v7	Vendor provided application for Graphical Display of Change Management data
		Email Engine v7	Vendor provided application to send and receive email
		CMDB v 2.1 p5	Vendor provided application for CMDB (Configuration Management Database)
		SLM V7.1	Vendor provided application for Service Level Management
		Assignment Engine V7	Vendor provided application to perform automatic request assignments
		ITSM Help Application	Vendor provided application to facilitate online help of the application
		Windows 2003 Server	
	Remedy KMR Production	MySQL v5.0	Application Database – used only for application indexing – actual articles are not stored in the database
Remedy Objectives	The primary objective of Remedy is to provide an automated capability for OIT support teams and staff to place and work requests of all types. This includes changes, incidents, and requests (to include procurement). Within the next two years, the goal it to expand the Remedy Service to include problem management automation, as well as standing up a CMDB for Configuration Item (CI) tracking. This may include supporting BMC Discovery tool. Remedy will also expand to provide senior management insight into internal OIT processing by utilizing Remedy Dashboards.		

Remedy Coordination	The Contractor must proactively coordinate between multiple process owners to gain requirements and ensure that shared components within the tool are agreed to. The Contractor must be able to coordinate outages and maintenance with USCIS Service Desk, USCIS SNOC, and other support teams.
Remedy Maintenance Requirements	The Contractor shall support the Remedy maintenance requirements for all modules of the application environment and user access. The Government anticipates completing the follow types of sustainment maintenance for Remedy during the performance of this SOW: • Enhancements to support agency need across existing modules • Enhancements to support the needs of new and existing users • Support increase in volume of tickets • Enhancements to support different views and additional roles. • Expand Remedy functionalities to include canned and ad hoc reports • Support changes to ensure the application meets Section 508 requirements
Remedy User Application Support	The Contractor shall provide support to the Remedy training environments. The Contractor shall support user documentation including, but not limited to user guides, quick reference, and SELC documentation.

SAS	
SAS Project	Historically, each time a new USCIS system is developed, a new reporting mechanism is created. Current reporting and analytics capabilities are built into each particular system application creating numerous reporting and analytics mechanisms throughout the USCIS environment. These reporting and analytics mechanisms are created from both Commercial-off-the Shelf (COTS) and custom applications resulting in silos of reporting and analytics applications without an enterprise reporting tool standard. For most USCIS systems, the available report functions are either minimal or nonexistent. This is primarily due to tight timelines and budgets during the implementation cycle with reporting requirements typically being identified late in the implementation lifecycle. None of the existing systems contain truly flexible ad hoc reporting and analytics capabilities and to compensate for this, data are manually exported from each particular system into other software applications, such as MS Excel and MS Access, where additional manual effort is required to meet the agency's reporting needs. The result is a series of disparate and disconnected reporting systems. In early 2008, the USCIS OIT completed extensive market research, and documented results in a study titled, "Standard Management Analysis Reporting Tool (SMART) Business Intelligence Products Study". The primary objective of this study was to provide information on Enterprise Reporting COTS product assessment, evaluation and product recommendation for SMART that will meet both the current and future USCIS reporting needs. The assessment scope included product vendors from Actuate, Oracle, Cognos and SAS. USCIS has existing investment and has previously implemented reporting capabilities from all four product vendors with users within the agency.

	Based on information gathered from the USCIS stakeholders, product demonstrations, product functional and technical documentation, existing system documentation, market research and analysis, the product capability matrix, Voluntary Product Accessibility Templates (VPAT's) and cost with consideration for cost offsets from the existing investment; SAS was ultimately determined as a predictive modeling tool. SAS' strength is in the area of the robustness and maturity in Predictive Modeling. Currently, SAS is running on the Windows Server 2003 platform and being used by approximately 60 users in the Office of the Chief Financial Officer, Fraud Detection & National Security, and the Office of Performance and Quality. The SAS Business Intelligence platform as currently configured at USCIS consists of the following components: • Base SAS 9.2 o SAS/STAT o SAS/CONNECT • SAS Information Map Studio • SAS Data Integration Studio • SAS OLAP Cube Studio • SAS Add-In for Microsoft Office (AMO) • SAS Enterprise Guide (individually licensed) • SAS Web Report Studio • SAS Web Delivery Portal
SAS Objectives	The objective for SAS is to provide predictive modeling results, specifically for the development of data integration and business intelligence solutions that will enable the following: • Consolidate and manage disparate data sources across the enterprise so that data becomes a valuable asset to drive decisions and create value in the organization • Provide standard and ad-hoc reporting capabilities across the organization • Provide a user-friendly suite of tools for reporting, statistical analysis of large quantities of data, and a programming environment for generation of specific tools Using a flexible, iterative, and evolving planning process, the Contractor shall collaborate with OIT and other USCIS stakeholders to develop and mature a SAS implementation methodology for the purpose of providing usability and capability to meet USCIS enterprise reporting needs.
SAS Coordination	The Contractor shall coordinate with operations personnel as required (at least annually) to test the SAS Business Intelligence platform backup and restoration plan and procedures. The Contractor shall also coordinate with the DBA on source database systems including, but not limited to, C3, C4, and National File Transfer System (NFTS).
SAS Operational	The Contractor shall create user accounts, and set up user client tools on the user desktop with the assistance of Tier 1 Service Desk support.

Support Requirements	The Contractor shall be responsible for deploying all releases, patches, and upgrades to the SAS Business Intelligence platform and application components at USCIS prior to migration to the USCIS data center. After migration, the Contractor shall support data center staff who will deploy releases, patches, and upgrades to SAS.
SAS Maintenance Requirements	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.
SAS Application User Support	SAS Tier 2 User Support Services shall include, but not be limited to: • Supporting users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Providing business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assisting users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Records and Information Management Applications

Alien's Change of Address Card (AR-11)	
AR-11 Project	Alien's Change of Address Card (AR-11) is a computerized, standalone system that tracks DHS change of address forms (AR-11s). These forms contain current address information on immigrants and non-immigrants residing in the U.S. The keying contractor inputs and validates the data provided on the AR-11 Change of Address forms. The data is then converted and transferred electronically to the AR-11 Change of Address database. Alien's Change of Address Card is an online display system that requires no online updates. Alien's Change of Address Card supports more than 34,000 users and is located on a multiple virtual storage mainframe platform at a Department of Justice (DOJ) data center. In the near term, AR-11 will be moved from the DOJ data center to a DHS data center. The system is available at DHS offices throughout the U.S. and in numerous foreign countries. The new web-based Customer Relationship Interface System (CRIS), Change of Address Component (CoA), is an expansion of the current AR-11 interface job with the AR-11 data input contractor.. The function of CRIS is to reduce the number of AR-11s received and processed by the AR-11 data input contractor, and automate the steps in the manual AR-11 process. Alien's Change of Address Card does not send information to any external information systems. Alien's Change of Address Card does receive data from the CRIS system. Alien's Change of Address Card is an online display system, with no online updates. Most of the address data is sent by mail to, and entered by, a contractor (currently ACS in London, Kentucky). Once entered, ACS transmits the information to be uploaded nightly to the AR-11 mainframe application. These update transactions are applied to the AR-11 database. The web-based CRIS CoA also receives address data and sends it to the mainframe where it is applied to the database using the same application process. Alien's Change of Address Card is a mainframe production application located and maintained at the DOJ Data Center. Department of Homeland Security customers and employees access this application in a common fashion through Wide Area Network (WAN) and Transmission Control Protocol/Internet Protocol (TCP/IP) log-in connections from locations throughout the country. Alien's Change of Address Card transmission files are sent to the DOJ Data Center from the data entry contractor, several times a day. The files include address data that is to be added to the AR-11 database. Based on the process the data entry contractor uses, CRIS is now in production and reduces the number of AR11s received and processed by the AR11 data input contractor, and automates the steps in the manual AR-11 process. Every morning the files are checked to ensure that they were sent without any errors, before the information is updated to the database. The principal hardware component(s)' manufacturer for AR-11 is IBM. The production AR-11 system operates on a hierarchical database run on an IBM Z/OS host computer that resides at the DOJ Data Center. It is operational seven days a week, approximately 23 1/2 hours a day. Routine maintenance may periodically result in a brief period of unavailability. Typically, this maintenance occurs during off-peak periods. The development system for AR-11 is an IBM Z/OS host computer that resides in the Washington DC area.

AR-11 Objectives	The objectives of AR-11 are to support the Director's priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS and to provide statistical reporting to other agencies. Alien's Change of Address Card has no major system enhancements planned but will be an interim part of the Transformation Program Office functionality. Continued minimal contract support is anticipated to maintain current level and possible decommissioning.
AR-11 Coordination	The Contractor may be required to coordinate upload activities with the data entry contractor and/or other contractors, as necessary. In addition, the Contractor will frequently work with users.
AR-11 Operational Support Requirements	The Contractor shall support the current AR-11 system interface(s), AR-11 Database, ad hoc reporting, , and connectivity for the system.
AR-11 Maintenance Requirements	The Contractor shall support the continued development of requirements for real-time interfaces with USCIS and other DHS systems.
AR-11 Training Support	The Contractor shall provide support to the AR-11 training labs as follows: • Coordinate and assist AR-11 and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the USCIS training environment in support of on-going end-user training classes.

Central Index System (CIS)	
CIS Project	The Central Index System (CIS) collects and disseminates automated biographic and historical information related to individuals of interest to DHS and other agencies. A subsystem of CIS is Transaction Record Keeping System (TRKS), which provides security and audit information for CIS searching and updating information. The Central Index System is run out of a Department of Justice (DoJ) Data Center. In the near term, CIS will be moved from the DOJ data center to a DHS data center. The Central Index System is updated both on-line and in batch processing. All batch production jobs are run nightly and are scheduled and submitted by Production Services. Online users are connected to the mainframe by the Control Protocol/Internet Protocol (TCP/IP) log-in from locations throughout the country and internationally. The Central Index System has more than 34,000 users who generally access the application from remote File Control Offices (FCOs). Department

	of Homeland Security internal employees have been granted access to the CIS database. Other external users have "read only" access to CIS and include, but are not limited to, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE),Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), Office of the Inspector General (OIG), Health and Human Services (HHS), Social Security Administration (SSA), National Reconnaissance Office (NRO), United States Probation Office, and the State Department (DoS). All users must access the system formally through terminal emulation software and TCP/IP access. All users have cleared access to system resources granted through the DHS PICS Office. The production CIS system operates on a relational/network database run on an IBM Z890 server that resides at the DoJ Data Center. It is operational 7 days a week, approximately 23.9 hours a day. The development system for CIS is also an IBM Z890 server that resides at a DoJ Data Center. The Central Index System mainframe application resides on an IBM mainframe Model 2098 P02 platform, processing at approximately 500 million instructions per second (MIPS), and is located at a DoJ Data Center. The operating system is z/OS 1.11, which uses a shared System Managed Storage (SMS) disk pool. The database is designed with a network structure; the database management system is CA-IDMS Release 16.1. Database and file backup jobs are run daily by operations personnel at the DoJ Data Center. The data center maintains its own secure on-site and off-site storage facilities for all backups of CIS data. The alternate storage site is at a separate DoJ data center. Backup tapes for the CIS components are stored at the data centers housing the components. The NRC , USCIS Service Centers, USCIS Field Offices, USCIS Headquarters, ICE, CBP, HQ OSI, and DHS OIG request and/or produce a constantly evolving array of Congressional, HQ and local ad hoc, statistical, and trend analysis reports on a daily, weekly, and monthly basis. Often these reports are a moving target and the offices cannot predict what reports will be requested from one week to the next. Currently, USCIS uses data extract utilities and Ad Hoc and Reporting against the CIS database among othersto generate reports. The contractor must support these Databases to effectively maintain their reporting duties providing ad hoc reports when needed/requested. In order to accommodate the ad hoc access requirements of CIS users, while providing for best-optimized performance and stability of the CIS application, a separate Oracle instance will contain the current production data.
CIS Objectives	The objectives of CIS are to support the Director's priority for Management Information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title 44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS; facilitate transfer of hard copy files among USCIS field locations; and provide statistical reporting to other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible. In addition, an interface between CIS and both CBP's E3 database and ICE's ENFORCE database needs to be developed utilizing the Enterprise Service Bus in order to automate the creation of a physical A-File by ICE and CBP. This would help reduce concerns over data not being readily available in CIS, reduce the number of duplicate empty jackets and files being used, and increase overall data integrity of the A-File.

CIS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS) 3, CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS) via ESB, Re-Designed Naturalization Application Casework System (RNACS), Fugitive Operations Support Center (FOSC), and Law Enforcement Support Center (LESC). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
CIS Maintenance Requirements	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting , and wireless connectivity for the system. The Contractor shall support the continued development of CIS requirements, which include removing file tracking functionality from CIS and making NFTS the system of record for all file tracking within USCIS. The Contractor shall support CIS to expand Interface Processing for developing real-time interfaces with CIS and other DHS systems including, but not limited to, E3 and ENFORCE, as identified above.
CIS Training Support	The Contractor shall provide support to the CIS training labs as follows: • Coordinate and assist CIS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the CIS training environment in support of on-going end-user training classes.

Enterprise Document Management System (EDMS)	
EDMS Project	The Enterprise Document Management System (EDMS) is a content repository for USCIS to ingest, store, and retrieve digitized versions of immigrant-related documentation. These files include but are not limited to A-Files and receipt files. The digitization of files will expand to additional file types as requirements, processes and technologies evolve. This system, or "system-of-systems," is comprised of several COTS products that have been configured and integrated to provide the required capabilities. One of the primary goals of EDMS is to provide a holistic, integrated view of A-Files. Documents are captured and digitized through various methods. Once captured, they are packaged and stored in the EDMS repository until requested by an EDMS user. Users of EDMS have the ability to access an electronic version of immigrant-related documentation and research information as required. This capability means that the speed with which users can access A-file information has been reduced from days to minutes. The Enterprise Document Management System possesses a full text search capability. The system provides digitization notification to Central Index System (CIS) via the Enterprise Service Bus (ESB), system interfaces for delivering A-Files and A-File documents to FIPS and the General Counsel Electronic Management System (GEMS). An additional capability was developed for the ingestion

	and support for surfacing Receipt Files to the user – this is a separate segment of EDMS with a separate URL and login. USCIS currently has approximately 100 million A-files and related immigration files and receives approximately 6 million applications for benefits each year. United States Citizenship &Immigration Services must be able to accommodate the present environment as well as potential Congressional initiatives, such as the Temporary Worker Program, that will require USCIS to process 12 million new applications over a six month period. Enterprise Document Management System is currently scaled up to 10% concurrency of total users up to 15,000 however, the planned addition of CBP and Department of State users could increase this user base to 30, 000 users. Internal EDMS interfaces include: • National File Tracking System (NFTS) • General Counsel Electronic Management System (GEMS) [anticipated] • FOIA Information Processing System (FIPS) [anticipated] • Central Indexing System (CIS) • Scan on Demand Application (SODA) External EDMS interfaces include: • Record Digitization Facility (RDF) • Lockbox The Software Architecture of EDMS parallels the hardware architecture, and is comprised of COTS products including BEA Weblogic (Presentation), JBoss Application Server and Chilkat ZIP (Service Management and Orchestration), and EMC Documentum. BEA Weblogic Application Servers provide the user interface (UI) components for accessing EDMS. This includes a search layer that interfaces with the Enterprise Content Management (ECM) software to search and surface results for end users. Additionally, it provides the application layer for the Records Division to edit metadata for an A-File. Generis has a servlet that applies watermarks to outgoing content that is hosted by BEA Weblogic. Documentum Content Servers provide the document content management layer to ingest documents into the EDMS system and hosting for the DocSecure watermarking services. Documentum Index Servers provide the indexing of A-File documents and metadata into the SQL servers. This also supports the Documentum FAST search capabilities for surfacing search results The JBoss Application Server provides web services deployment infrastructure for system interfaces and hosting for Chilkat ZIP compression services. Microsoft Active Directory (AD) provides identity management components of EDMS. Microsoft SQL Servers provide the primary RDBMS environment. Network Appliance SAN and NAS provide the primary storage for images and index.
EDMS Objectives	Two primary objectives of the USCIS' Enterprise Document Management System (EDMS) are to serve as a major legacy system repository for A-Files, and T-Files (scanned by the Records Digitization Facility (RDF) and Scan On Demand Application (SODA) at NRC), and as a repository for current Receipt Files (scanned by JPMChase/Lockbox facilities), as well as to provide a web interface for vetted users to access the scanned copies of the A-Files, T-Files, and Receipt Files. The current user base consists of USCIS and ICE,users. The goal is to provide additional access to CBP and Department of State and other entities such as the DHS Office of the Inspector General. This goal relies on the multidomain authentication capabilities of the system. Current system

	architecture will need to be reviewed and capability enhanced prior to any significant increase to the user base. The goal of this redesign is to maintain an acceptable standard of service.
EDMS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS), CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), Refugee Application Processing System (RAPS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS), Central Index System (CIS) and the Re-Designed Naturalization Application Casework System (RNACS). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
EDMS Maintenance Requirements	The Contractor shall support the EDMS maintenance requirements for all tiers of the application environment and user access. USCIS anticipates completing the follow types of sustainment maintenance for EDMS during the performance of this SOW: • Enhancements to support TPO's Case Management system (Integrated Operating Environment) • Enhancements to support the needs of new and existing users • Support increase in volume of digitized files from ingest facilities into EDMS repository • Enhancements to support different views, additional roles, and printing options • Expand EDMS functionalities to include canned and ad hoc reports using SMART The Contractor shall keep EDMS current for subsequent absorption into Transformation's case management solution and work with OIT to scope and implement an expanded EDMS architecture to support a larger user base as needed.
EDMS User Application Support	The Contractor shall provide support to the EDMS training labs as follows: • Coordinate and assist OIT and Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the EDMS training environment in support of on-going end-user training classes.

Electronic Reading Room Document Preparing Project (ERRDPP)

ERRDP Project	The USCIS Enterprise Services Directorate (ESD) has a mandate, under the Freedom of Information Act (FOIA), to supply Administrative Decisions, contract information, and Frequently Requested Documentation to the public. The Electronic Reading Room Document Preparing Project (ERRDPP) provides USCIS FOIA Office with a system to prepare and allow the general public to view documents approved by the Electronic FOIA Act. The Electronic Reading Room Document Preparing Project includes the capability of processing selected content, redacting personal identifying information, and posting documents onto the Electronic Reading Room (ERR) content page, which is located on the USCIS.gov website. The Electronic Reading Room Document Preparing Project solves the issues inherent with scanning, storing, and publishing items that are required to be displayed to the public electronically. The project is also tasked with providing these capabilities to FOIA in one user interface. FOIA's need to adhere to the Privacy Act when publishing the information to the web is a high priority; redacting sensitive information for administrative decisions is a mandate of the Privacy Act and a deterrent to fraud. Approximately 400-600 administrative decisions are transferred to FOIA per week. Of these, approximately 1,300 documents are processed monthly for publishing to the CSWP. As the ERR content page becomes recognized by the public, the content of the website is expected to display a wider range of documents. A goal of the ERRDPP is to increase the priority level and the visibility of the ERR Program and the service it provides to the public. Currently, there are many locations where the public can search for frequently requested USCIS documents. The system plan is for the ERR content page to become the central location or clearinghouse for both public and internal USCIS employees to access frequently requested FOIA documents. The Electronic Reading Room Document Preparing Project focuses on information accessibility and uses the business process to facilitate the creation of an automated workflow application in an effort to address the business needs of the ESD. At the core of the ESD is the need to manage the flow of information from FOIA to the public and internal USCIS employees. The Electronic Reading Room Document Preparing Project includes the ability to reduce the current manual processing required to prepare Administrative Appeals Decisions, contracts and frequently requested FOIA documents for publication to the ERR content page on the USCIS.gov website. It also provides the ability to generate statistical reports to review the content that is processed through the automated workflow. The initiative consists of the following subtasks for the creation of the automated ERRDPP workflow: • Digitization: Converts hard copy FOIA documents to digital format • Redaction: Provides the ability to electronically redact sensitive information for administrative decisions to adhere to the mandate of the Privacy Act; a deterrent to fraud • Quality Assurance (QA): Provides the ability to electronically review the digitized documents to ensure accuracy, proper redaction or formatting, prior to publication to the ERR content page • Publication: Provides the ability to publish content that is approved during the quality assurance phase to the ERR content page through the USCIS content management repository • Reports: Provides the ability to generate management level statistical reports to review the content that is digitized and processed through the ERRDPP workflow

	The Electronic Reading Room Document Preparing Project utility is a client server based application. The current ERRDPP software baseline consists of the following: Altasoft (DotImage Document Imaging v3.0 SDK) ; Microsoft (.NET Framework 1.1, Microsoft Visual Studio .NET 2003, Microsoft Data Access Components (MDAC) 2.6,); Seagate (Crystal Reports 8.0), Oracle (Oracle 9.2.0.7) and Adobe (Adobe 7).
ERRDP Objectives	The objectives for ERRDPP are to improve customer satisfaction with RIMD by expeditiously posting administrative decisions and other required documents to ERR. The ESD must also comply with the Paper Reduction Act (PRA) and the Government Paper Elimination Act (GPEA) as a main function of the office; must coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including Federal, state, and local agencies and the private sector.
ERRDP Coordination	There are no external ERRDPP interfaces. The Electronic Reading Room Document Preparing Project does not support an automated interface but maintains a manual interface to the USCIS Customer Service Web Portal (CSWP). ERRDPP documents that are ready for publishing are manually delivered via DVD on a monthly basis to the CSWP team for posting to the USCIS website.
ERRDP Maintenance Requirements	The Contractor shall be tasked with providing a written report (White Paper) on existing processes for collecting, reviewing, and making documents available to internal and external customers via the Internet and intranet; and make recommendations on implementation procedures for automating those processes to improve efficiency and reduce cost. The Contractor shall then assist the project team in developing corrective, adaptive, and relevance maintenance requirements and then implementing those requirements in ERRDPP releases.
ERRDP Training Support	The Contractor shall provide support to the ERRDPP training labs as follows: Coordinate and assist ERRDPP and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. Perform periodic database clean-up of the ERRDPP training environment in support of on-going end-user training classes.

Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	
FIPS Project	The U.S. Citizenship and Immigration Services (USCIS) uses the Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) to process requests from any person or entity seeking to obtain USCIS agency records. The Freedom of Information Act (5 USC § 522) established "an effective statutory right of public access" to federal agency records upon request by any person or entity. The Privacy Act of 1974 as amended (5 USC § 522a) established access to and amendment of Federal government records pertaining to U.S. citizens and/or lawful permanent residents. Freedom of Information Act Information Processing System uses document imaging, work flow, and other technologies to enable USCIS to manage the FOIA/PA case lifecycle for the more than 100,000 requests received annually while enabling the paperless

processing of FOIA and PA requests.

FIPS primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software. The following items comprise the internal FIPS components:

- Global 360 Case Manager – provides new functionality for workflow, auditing, and other case management functions
- Global 360 Process Manager – runs the underlying workflow component
- Global 360 Information Manager – stores documents and scanned images and associated annotations. The system also provides an archiving feature
- Global 360 Image Viewer – provides thin-client software to view images and add annotations
- Oracle 11g – maintains all data including FOIA/PA attributes and information for Global 360
- WebLogic – provides the web server component prior to Global 360
- Captiva InputAccel – scans paper documents, indexes the files, and exports them for Global 360
- SAP Crystal Reports Server – generates the operational, management, and annual reports using a custom interface
- Sun Java J2SE Development Kit 5.0 Update 20 and Solaris – programming language used for the customization and extension of the Global 360 Case Manager system
- .Net – programming language used for specific requirements to interact with local machine capabilities
- Acrobat 8 Professional
- Dell OpenManage Server
- IMC Convert to Tiff Service
- McAfee VirusScan Enterprise
- Kofax Virtual Rescan
- Netapp Winscp
- Sophos AntiVirus Scanner
- Microsoft Windows

Freedom of Information Act Information Processing System needs to interface with the following external systems:

- DHS email – users need to be able to add email messages and their attachments into FIPS as responsive records; users need to be able to create and send email messages with attachments both within and outside DHS for tasks such as staffing and acknowledgement letters
- Electronic Document Management System (EDMS) A-File Repository – users need to be able to access the information in the A-File repository and have copies downloaded into FIPS as tracked and redactable documents
- USCIS *Web* Portal – Requesters need to be able to submit electronic FOIA requests and track their status in the process

Currently, the primary location for the majority of operational hardware is a Department of Justice Data Center, undergoing a migration to a USCIS Data Center. Additional user-associated data input equipment (i.e. scanners) is located at the National Records Center (NRC). In addition, Application support – FIPS 7 has two thick client applications that will require maintenance and support for scanning and printing. The interactions between the FIPS system, the COTS application and database, and the local PC require troubleshooting and resolution. Additionally the program requires direct support to run queries and information developed in coordination with the Government. These queries often have a short turnaround time due to the nature of the operations.

	In addition, FIPS uses Dell servers; SunFire V490; Captiva application servers that support the FIPS image capture system and facilitates upload to the local NRC database, an EMC SAN, various routers and switches, several high speed scanners, and production CD Burners located at the NRC: Rimage Protégé II; Fujitsu 5750C/si-6770 Scanners; Hewlett Packard LaserJet 8000 DN.
FIPS Objectives	The sustainment support objectives for FIPS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
FIPS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with FIPS. Currently, these systems include (but not limited to): Enterprise Document Management System (EDMS), Customer Service Web Portal (CSWP), Enterprise Service Bus (ESB), and Microsoft Outlook.
FIPS Maintenance Requirements	The contractor shall perform adaptive maintenance to upgrade or convert the system to adapt to changes in system requirements or processing environments. Proposed maintenance activities include, but are not limited to: • Add templates required for processing Government contract related FOIA request with the related sequence of document description. • Add functionality to dispose of duplicate cases. • Add capability to process the supplementary release of records out of the original case in FIPS. • Enable remote access to FIPS7 for FOIA processors who tele-work. • Add capability to count cases in circular search status in the existing FOIA request backlog. • Enhance the case count to eliminate referred cases and duplicate cases already processes from the FOIA Annual Report. • Add FIPS7capability to tabulate fees that should be charged to requesters. • Add FIPS7capability to generate and export reports in Excel, MS Word, and HTML. • Add FIPS7case fee waiver tracking and alert functionalities. • Add search function to responsive records with the capability to search meta-data and full text.
FIPS Training Support	The Contractor shall provide support to the FIPS training labs as follows: • Coordinate and assist FIPS and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the FIPS training environment in support of on-going end-user training classes.

Microfilm Digitization Application System (MiDAS)	
MiDAS Project	The HQ Records Division, as part of the Enterprise Services Directorate under USCIS, must conserve, restore, and preserve information contained in more than 100 million alien records. These records are housed in record sets consisting of; the Master Index (MI) microfilm, Flex-O-Line microfilm and/or microfiche (strips), and paper and microfilm Naturalization and Citizenship , and paper and microfilm immigrant and other alien records (Historical Records). The purpose of the MiDAS system is to improve the management and retrieval of records. There are approximately 47 million MI records and, to date, all have been converted into MiDAS. The Flex-O-Line contains the complete entry information on aliens registered from 1940 to 1950. No more than 2/3 of the Flex-O-Line records have been converted and entered into MiDAS. Over 26 million Historical Records (HR) consisting of Certificate Files (naturalization certificates, petitions, declarations, "odd" derivatives and repatriation certificates), Alien Registration Forms (AR-2) and Microtex records and some other small set of microfilm-based records have been converted for inclusion in MiDAS 2.1. Additional records and files remain in paper, microfilm, and digital format and are candidates for inclusion in MiDAS. The Genealogy Program was created in the Records Division with the objective of improving service to the public regarding historical records information requests pursuant to Public Law (PL) 106-553 of December 21, 2000. This is a fee-for-service operation that will eventually allow the Records Division to recover costs for providing historical records services to the general public. MiDAS needs to be enhanced to better support Genealogy operations both internally and via the e-Commerce MiDAS web module. The MiDAS system is designed to meet the business needs of Records Operations and Genealogy. The MiDAS system consists of seven components: MiDAS Search Engine (MSE), Records Operations Web Request site, Records Operations Case Management Toot (CMT), Genealogy Web Request site, Genealogy CMT; and two reporting components, Actuate reports for Records Operations and for Genealogy. MiDAS has the ability to retrieve data and images based on indexes and track the work flow of a request placed in either the Records Operations Web Request site or the Genealogy Web Request site The current MiDAS software baseline consists of the following VB.Net , XML, JavaScript, SQL, DHTML, Oracle 9i~11g, Seibel 7.xx~8.x.x standard and high interactivity modes.
MiDAS Objectives	The objectives of this MiDAS project are to: expand records and indices available electronically (MSE); improve internal user interface (CMT); and update and improve web request interfaces (e-commerce and Request sites). It is very important to have reliable case management tracking and reporting. Records Division must also coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the

	electronic exchange of data mission-partners, including federal, state and local agencies and the private sector. The sustainment support objectives for MiDAS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
MiDAS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with MiDAS. Currently, these systems include (but not limited to): Pay.gov. In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
MiDAS Maintenance Requirements	USCIS anticipates completing the follow types of change directives for the MiDAS system during the performance of this Task Order: • The Contractor shall support the incorporation of queries against other sources of data in order to comply with Congressional mandates, Federal Regulatory Laws, and business owners requirements. • The Contractor shall support the ORM-IRPSP envisioned turnkey solution from initial data capture through final resolution. The application will capture necessary data from request forms; generate automated search requests, track the progress and status of each request, and provide search request reports as described in the documentation provided by the DHS. • The Contractor shall support the MiDAS Web Based maintenance requirements. • The Contractor shall support development of reference information integrated into the MiDAS System (on-line help). • The Contractor shall support the planned conversion of additional data and images for inclusion in the MiDAS system.. • The Contractor shall support updates to the CMT to provide a unified tracking for search requests, expanded reporting, and refined case management processes.
MiDAS Training Support	The Contractor shall provide support to the MIDAS training labs as follows: • Coordinate and assist MIDAS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the MIDAS training environment in support of on-going end-user training classes.

National File Tracking System (NFTS)	
NFTS Project	The National File Tracking System (NFTS) Web-based application was established to allow USCIS personnel to request, track, or check the file location of individual immigration records (i.e. A-files, T-Files, S-Files, etc...) via a centralized database. The system is an integral part of the Records Management process. It supports the DHS need to track files at the national as well as local level and supports over 17,000 users. The National File Tracking System provides efficient access to high quality immigrant information by maintaining accurate file inventory and location information. The National File Tracking System is the successor system to the Personal Computer-Receipt and Alien-File Accountability and Control System (PC-RAFACS). With the exception of the Solaris host, NFTS Servers are currently configured with either five or six drives. The first two are configured in a RAID 1 and the remaining drives are configured in a RAID 5 for redundancy purposes. These servers all are host 3.0 gigahertz or faster processors with 4 gigabytes of RAM memory and two 1 gigabyte Ethernet adapters. The IIS and application components of the NFTS Web application are hosted on clustered servers. This provides for load balancing and fail over capability in both the IIS and application tier of this system. If a server in the cluster should become unavailable or over utilized, users will be routed to a server with available resources. These features help support fault tolerance and provide for enhanced availability of the Web application. Any application web server can be used assume the roll of the "Interface server", which would require a load balancer configuration change. The following products are used to support the NFTS System Software Architecture Asp (Visual Interdev) • Microsoft JavaScript • Microsoft VBScript • Microsoft IIS 6.0 • Microsoft Message Queue (MSMQ) • Microsoft VBScript Regular Expressions 5.5 • Microsoft COM+ 1.0 • MicrosoftActiveX Dll (Visual Basic) • Microsoft ActiveX Exe (Visual Basic) • NT Services • XML • SOAP • Oracle Client 9.x • MDAC 2.X (ADO) • Crystal Reports XI, Release 1, Patch 4 • AGS Outbound 4.7.0. SP3 The NFTS Web application has six non-database interfaces, which includes Central Index System (CIS), Central Information Processing System, (CIPS) Reengineered Naturalization Casework System, (RNACS) and Refugee, Asylum, and Parole System (RAPS). In addition, NFTS includes

	a real-time type interface to the Computer-Linked Application Information Management System (CLAIMS 3 and CLAIMS 4) and EDMS (Enterprise Document Management System).
NFTS Objectives	The purpose of NFTS is to support the DHS priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among USCIS, ICE, and CBP; and provide statistical reporting to USCIS offices and other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible.
NFTS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with NFTS. Currently, these systems include (but not limited to): Computer-Linked Application Information Systems; Refugees, Asylum, and Parole System (RAPS); The Central Index System (CIS); Re-Designed Naturalization Application Casework System (RNACS); SMART; eCISCOR and the National Archives and Records Administration's Systems. In addition, the Contractor will frequently work with users.
NFTS Maintenance Requirements	Maintenance requirements will include the removal of file tracking functionality from the Central Index System (CIS) so that NFTS is the system of record for all file tracking within USCIS. This includes allowing NFTS to generate all external requests for files in the system and providing the updated information on location and transfer to the Central Index System via the File Transfer Display Transaction. The National File Tracking System will be required to support the capture of information that will enable USCIS to assign a fee for each transaction in NFTS performed to, by or for other agencies. A system report that can be pulled to support the invoicing of fees associated with Records services will accompany the fee for service capability. The system will be required to adapt to additional interfaces inside USCIS, DHS, and other Federal agencies To include updates of new A-Files created by ICE and CBP via interfaces. This includes engineering real-time interfaces with the Central Index System (CIS). Contractor support of the system may include follow-up training, audits of files, and working at the site directly with users resulting in travel to targeted DHS sites. In addition, NFTS shall be modified to allow the audit function to be used to immediately update the location of a file and mark files that have previously been marked "lost" as "found". Also, the system has not had any major releases in the last five years. There are over 100 system change requests (SCRs) currently approved by the Customer Review Board and tentatively identified as being part of a release that need to be reviewed and scheduled in at least two major releases during this fiscal year. A major release must include substantial portion of these SCRs (no less than 30) unless it is determined by the Contractor, OIT, and the Business program that it cannot be accomplished.
NFTS Training Support	The Contractor shall provide support to the NFTS training labs as follows: • Coordinate and assist NFTS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product

	capabilities. • Perform periodic database clean-up of the NFTS training environment in support of on-going end-user training classes.

Scan on Demand Application (SODA)	
SODA Project	Scan on Demand Application (SODA) refers to the process whereby user requested paper A-Files are converted into digital records. This process has enabled USCIS to provide requested A-Files to the user community in a quicker, more efficient fashion. The primary groups of DHS personnel making requests to view A-Files through SODA are: U.S. Immigration and Customs Enforcement (ICE), U. S. Customs and Border Protection (CBP), and USCIS FOIA/PA Program. On a monthly basis, ICE, CBP and USCIS FOIA/PA currently request to view thousands of A-Files; on average, ICE requests more than 100,000, CBP requests more than 20,000, and FOIA/PA requests more than 8,000. Currently, if the National Records Center (NRC) receives an e-mail request for a file that is located at their facility, the file is delivered to the SODA area for processing. The Records Digitization Facility (RDF) in Kentucky is also tasked with scanning and indexing A-Files. Select file populations are chosen for scanning at the RDF. In either case, the resulting digitized A-Files are then ingested into the Enterprise Document Management System (EDMS) for persistent storage and later retrieval. The interface for loading A-Files into EDMS is well defined and was designed to accommodate additional sites besides the NRC and RDF facilities. Currently, SODA's only interface is with the Enterprise Document Management System (EDMS), the USCIS electronic document repository. The A-Files scanned through the SODA process are uploaded into EDMS using the current EDMS A-File ingestion process. The details of the interface are described in the EDMS /SODA Interface Control Agreement (ICA) document. The function of the SODA/EDMS interface is to provide a notification to EDMS that a digitized A-File is ready for ingestion, to convey the location of the A-File prepared by SODA, to provide the digitized A-File in the approved format, and to retrieve either notification of a successful ingestion or error messages detailing the reasons for the lack of a successful ingestion. The A-File processing for SODA currently only takes place at the NRC, but may expand due to Transformation or other needs. All of the steps in the SODA process, from generating pull tickets through and including quality assurance, take place at the NRC. Once processing is complete, the batch is converted into PDF format and staged for ingestion into the EDMS repository. The Captiva-based imaging server then makes the electronic files available for ingestion by EDMS. For SODA data backup, the Dell servers boot from the SAN and the Sun servers have the database stored on the SAN. The SAN is replicated to a DHS data center SAN as the back-up methodology. A local back-up system and library is installed at the NRC for the high speed IBML scanners and the associated servers. Currently, the data retention period for scanned files is 3 to 4 weeks. The purpose of a local storage is to serve as a temporary repository prior to uploading the digitized A-files for persistent storage in the EDMS repository. The SODA equipment primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software.The production environment consists of the

	following principal hardware components: Ten Dell PowerEdge 2950 computer servers whose functions include image capture, file transfer, imaging, archive-imaging and reports - three of these servers are used to support the IBML; two Sun SPARC Enterprise T5240 servers that are used as Oracle database servers; one FAS2050 Network Appliance used for image storage; ten Fujitsu 5750C/6770i Scanners used as auxiliary scanners for documents; two Kodak 1620 scanners that are used to scan documents for batches with Expedited treatment; and two IBML Trak3 scanners used for general production scanning of documents. The following software is used in the production environment: Oracle Database Server Version 10.2.0.2.0 based on the Sun servers; Visual Basic custom utility application Visual Studio 2008 on the client machines; Microsoft Access 2003 custom utility application on the Administrator client machines; Captiva InputAccel (image capture system) 5.3 SP3 on the Dell servers; Kofax Virtual Rescan document image software on the client scan machines; Microsoft Windows XP operating system SP3 on the client workstations; Windows Server 2003 Enterprise Edition operating system SP2 on the Windows servers; Oracle Client administrator version 10.2g on the client stations and Dell servers; IBML Soft Trac scanner administration software version 5.65R1 on the IBMLs; McAfee Virus Scan-Enterprise version 8.6 on all Windows servers and clients; Microsoft SQL server database server version 2005 on the IBMLs; Solaris Sun operating system version 10 on the Sun servers; Sophos AntiVirus scanner version 10 on the Sun servers and Backup Exec back up agent version 10 on the IBML servers.
SODA Objectives	The objective of SODA is to provide a process used to convert requested (or demanded) paper A-Files into electronic records residing within the Enterprise Document Management System (EDMS). This process enables USCIS Records to provide multiple users with access to requested A-Files at the same time and eliminate mail costs. The goal of SODA is to employ current image-capture technology to digitize A-Files on an as-needed basis in an efficient and effective manner.
SODA Coordination	The Contractor shall coordinate with the EDMS team to ensure the continued smooth operation of both systems as related to the ingestion interface. The Contractor shall also collaborate with the teams running the USCIS IT monitoring tools (ArcSight and OpNet Ace/Panorama) in order to proactively take charge when trends leading up to ingest issues start appearing and reactively when ingest issues occur on the SODA side of the ingest process.
SODA Operational Support Requirements	The Contractor shall support the current SODA system interface and the ad hoc database; service-wide inventory functionality, records analysis utility, and connectivity for the system.
SODA Maintenance Requirements	The Contractor shall be required to support any planned expansion of the SODA application and work with OIT to stay in compliance with OIT policies; support the requirements created by the NRC and Headquarters Records Division with releases that will enhance the performance of the system to the level needed. Proposed maintenance activities include, but are not limited to: • Expand SODA functionalities to include canned and ad hoc reports using SMART. • Increase SODA capabilities to support the ingestion of 54,000,000 pages per year.
SODA Training Support	The Contractor shall provide support to the SODA training labs as follows: • Support SODA and OIT staff members with the development, implementation, and documentation of the SODA training environment.

	• Support the creation and presentation of training materials as required. • Perform periodic database clean-up of the SODA training environment in support of on-going end-user training classes.

Refugee, Asylum, & International Operations

Asylum Pre-Screening System (APSS)	
APSS Project	The Asylum Pre-Screening System (APSS) was developed and deployed in 1996 to support processing of illegal aliens who might have a plausible case for asylum in the United States. Initially, the Asylum Pre-Screening Officer program was to have focused on the screening of individuals who are detained pending exclusion hearings, with the object of paroling qualifying detainees until their hearings before an Immigration Judge. After passage of new immigration legislation in late FY 96, however, the scope of the system was expanded to include asylum pre-screening for individuals encountered at any ports of entry and at any point within the U.S. The Asylum Pre-Screening System was developed to allow USCIS (formally INS) officers and management to track and manage casework, schedule interviews, update relevant findings and decisions, generate reports, and assess the effectiveness of the asylum pre-screening program. The system provides the following capabilities: • Capture of case data • Case tracking support • Control of case interviews • Generation of management and statistical reports • Support the District Directors' parole decisions quality assurance review The current APSS software baseline consists of the following: IBM 3093 Platform; COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages; and Polytron Version Control System (PVCS) Tracker, Migration Request Tracking System (MRTS), and Visio PC Packages. The Asylum Pre-Screening System data is stored in a centralized Integrated Database Management System (IDMS) network database. The online data entry system provides users with inquiry and update capability. The system is comprised of five principal components: case maintenance, interview maintenance, decision maintenance, inquiry, and system maintenance. The Asylum Pre-Screening System has no internal or external interfaces.
APSS Objectives	The objective is to retire APSS and include the functionality in the TPO Case Management system.
APSS Coordination	The Contractor shall coordinate with the Asylum office throughout the lifecycle of the program
APSS Maintenance	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that cause APSS to malfunction.

Requirements	

Refugees, Asylum and Parole System (RAPS)	
RAPS Project	Refugees, Asylum and Parole System (RAPS) was developed and implemented in April 1991 to provide case tracking support; automated exchange of information with other USCIS and external systems; and generation of standard forms and correspondence. Until the development of RAPS, there had been no systematic way to track asylum cases, or to derive accurate statistics on the asylee population. Responses to inquiries about the numbers and nationalities of asylees who had been or who were being processed by the USCIS necessitated manual searches and reporting by the district office staff around the country. To alleviate these problems, a centralized automated system was developed to support the processing of currently active casework and new asylum applications. Effective January 1995, new legislation (Asylum Reform) went into effect that provided for coordinated processing of asylum cases between USCIS and the immigration courts. The purpose of the legislation was to discourage aliens from applying for asylum as a means for obtaining employment authorization documents. It provided that processing of all asylum applications by both USCIS and the courts had to be completed within 180 days; with the result that applicants were no longer eligible for work documents until their application was granted or until the 180-day period had passed. Under Asylum Reform, USCIS was given the first 60 days in which to complete its processing of the application, either granting the case or referring it to an immigration court; the courts had the remaining time to complete their process. To support the requirements of Asylum Reform, the RAPS database was completely redesigned, and new software to support the accelerated processing of casework was implemented. The original intent to include refugee and parole casework in RAPS was abandoned in the early 1990s, and therefore RAPS tracks only asylum cases. The current RAPS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RAPS Objectives	The objective is to retire RAPS and include the functionality into the TPO Case Management system.
RAPS Coordination	Coordination with the Refugee, Asylum and International Operations, Office of Transformation Coordination (OTC) and Department of State, through OIT, will be required.
RAPS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Application User Support	The Contractor shall perform periodic database clean-up of the RAPS training environment in support of on-going end-user training classes.

Parole Case Tracking System (PCTS)	
PCTS Project	The Parole Case Tracking System (PCTS), used by Refugee Affairs International Operations (RAIO) provides casework data entry and tracking for both Significant Public Benefit Paroles (SPBP) and Humanitarian Paroles (HP), and is in use at DHS HQ, California, and Florida. Specific functions include data entry, forms generation, and reporting. The Parole Case Tracking System currently has no automated interfaces with any other system. The Parole Case Tracking System generates paper forms that are used as part of a manual interface with other Federal agencies and other organizations within the DHS. Federal Law grants to the U.S Attorney General the authority to parole into the U.S., for humanitarian or other reasons, any person otherwise ineligible for admission, and to establish criteria for determining eligibility for parole. The Attorney General has delegated that authority to DHS. The Parole Office, within IAO, is responsible for the handling of SPBP cases and HP cases for Asia. The other two overseas district offices currently have responsibility for the processing of humanitarian paroles for their districts. Significant Public Benefit Paroles are generally requested by law enforcement agencies, and typically involve short-term visits for the purpose of testifying in criminal trials or involvement in other law enforcement activities. Humanitarian Paroles are issued to individuals, otherwise ineligible for admission, for reasons such as medical care, the death of a family member and other humanitarian reasons. The Parole Case Tracking System has been designed to allow the capture and reporting of all required information related to these activities, as well as the tracking of SPBPs until they depart from the U.S. PCTS is a client/server application running on a Dell 2950 Server using Windows 2003 Server, Oracle 11g, EMC Networker, Crystal Reports, and Visual Basic. PCTS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
PCTS Objectives	The primary objective of this project is to continue PCTS sustainment activities. It is expected that the PCTS functionality will be replaced by another system. The contractor shall provide support for various IT activities such as data center maintenance, software updates, migrations, user issues and installation, helpdesk inquiries, decommissioning, etc. as needed.
PCTS Coordination	PCTS is a standalone system that does not interface with any other systems. Contractor coordination will only be required with the PCTS project team and RAIO.

PCTS Maintenance Requirements	USCIS anticipates completion of only those maintenance activities which are deemed minimally necessary to support the system during the performance of this SOW. The goal is to keep the system operational until such time as a replacement is ready to support the functionality.
PCTS Application User Support	The Contractor shall provide support to the users and the PCTS team as needed. The Contractor shall update and maintain the User Manual as needed. No formal user training is required.

Appendix 2: Application Support Summary

The following table provides data that summarizes application sustainment metrics. The estimated numbers of releases are estimates only. The actual number may vary depending on the maintenance needs that arise within a year. There can be one or multiple System Change Requests (SCRs) within a single release. The actual numbers of releases, and SCRs within a release, may vary depending on the maintenance needs that arise within a year.

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
APSS	1-2	N/A	3-5	8am - 8pm	5	Major: - 0 Mod. - 1 Minor: - 4	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	Daily - 2 Weekly - 1	Low	900	0
AR-11	1-2	Lab Support	1	8am - 5pm	0	Major - 0 Mod. - 0 Minor - 0	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	Daily - 3 Monthly - 11	Low	2,300	1
BBSS	10-20	N/A	700	8am - 8pm	30	Major - 1 Mod. - 1 Minor - 4	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	Daily - 3 Bi-Weekly - 2 Monthly - 2	Medium	3,000	10
CLAIMS 3	15	N/A	100	8am - 8pm	360	Major - 2 Mod. - 15 Minor - 36	C3 MF: Eng. Env. - Yes Prod. Env. - Yes C3 LAN: Eng. Env. - Yes Prod. Env. - Yes	C3 MF: Eng. Env. - Yes Prod. Env. - Yes C3 LAN: Eng. Env. - Yes Prod. Env. - Yes	Daily - 4 Bi-Weekly - 4 Monthly - 4	Very High	20,000	20
CLAIMS 4	41	User Tng Lab Support	615	8am - 8pm	69	Major - 1 Mod. - 3	Eng. Env. - Yes Prod. Env -	Eng. Env. - Yes Prod. Env -	Daily - 15 Bi-Weekly - 2	High	4,304	11

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Minor – 14	Support Only	Support Only				
CIS	10-15	N/A	25	8am – 5pm	20-25	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 25 Weekly – 10 Monthly – 2 Quarterly – 3	High	34,000	18
CPMS	5	N/A	200	8am – 8pm	30	Major – 1 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 45 Monthly – 4	Medium	20,000	1
CMIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1250	0
CRIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 2 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	750-1250	4
CSWP	1-5	User Tng	100	9am – 6pm	Major – 10 Mod. – 20 Minor – 35	Major – 1 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,600,000	1
EASS	1	N/A	4	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	204	1
eCISCOR	N/A	N/A	1	9am – 6pm	Major – 4 Minor – 25	Major – 3 Mod. – 0 Minor – 15	Eng. Env. – Support Only Prod. Env – No	Eng. Env. – No Prod. Env – No	N/A	Medium	0	3
EDMS	5-10	Lab Support	75	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6	High	15,400	5
E-Filing	15	Lab Support	50	8am – 8pm	Major – 12	Major – 0	Eng. Env. – Yes	Eng. Env. – Yes	N/A	Medium	40,000	2

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
					Mod. – 20 Minor – 40	Mod. – 2 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only				
ERRDPP	1-5	Lab Support	3	8am – 5pm	1-3	Major – 0 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	Low/ Medium	200	1
FD-258 EE	6-12	N/A	2	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	10	3
FD-258 MF	4	N/A	10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Weekly – 1 Monthly – 4	Medium	15,000	5
FDNS-DS	10-15	Lab Support	100	8am – 8pm	50	Major – 3 Mod. – 3 Minor – 12	Eng. Env. – No Prod. Env – No	Eng. Env. – No Prod. Env – No (Yes for locally-dev. DB per Operational Support Requirements)	Daily – 2	High	1,000	1
FIPS	8-10	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6 Yearly – 3	High	175	3
FMNS	1	N/A	4	8am – 8pm	4	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	300	1
ICMS	2	N/A	3	8am – 8pm	40	Major – 0	Eng. Env. – Yes	Eng. Env. – Yes	N/A	Medium	4,500	1

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Mod. - 3 Minor - 0	Prod. Env - Support Only	Prod. Env - Support Only				
ICPS	5	N/A	25	8am - 8pm	25	Major - 2 Mod. - 6 Minor - 4	Eng. Env. - Yes Prod. Env. - Yes	Eng. Env. - Yes Prod. Env. - Yes	Daily - 3	High	150	5
InfoPass	2-5	Lab Support	50	8am - 8pm	10-15	Major - 0 Mod. - 3 Minor - 2	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	N/A	Low	30,000	0
Kovair	1-2	Lab Support User Training	10-20	9am - 5pm	90	Major - 2 Mod. - 2 Minor - 2	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	N/A	Low	100-200	1
MiDAS	25	Lab Support	30	8am - 8pm	Major - 12 Mod. - 40 Minor - 80	Major - 2 Mod. - 2 Minor - 2	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	Daily - 35 Weekly - 54 Monthly - 44 Quarterly - 1 Yearly - 1	High	1,050	2
NCSC Siebel	N/A	User Tng Lab Support	15	8am - 8pm	25	Major - 1 Mod. - 1 Minor - 3	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	N/A	Medium	750-1000	5
NFTS	30	Lab Support	110-132	8am-8pm	Major - 30 Mod. - 60 Minor - 80	Major - 2 Mod. - 3 Minor - 2	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	Daily - 35 Weekly - 54 Monthly - 44 Quarterly - 1 Yearly - 1	High	17,000	8
PCTS	1-2	N/A	5-10	8am - 8pm	24	Major - 0 Mod. - 0 Minor - 6	Eng. Env. - Yes Prod. Env - Support Only	Eng. Env. - Yes Prod. Env - Support Only	N/A	Low	30	0

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
RAPS	25	N/A	9	8am – 8pm	10	Major – 1 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 30 Weekly – 19 Monthly – 6 Ad Hoc Daily – 1 Yearly – 1	Medium	12,000	14
Remedy	20	Lab Support	300	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	24,000	Current: 2 Future: 4
RNACS	2	N/A	5	8am – 8pm	3	Major – 0 Mod. – 0 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only	Daily – 85 Weekly – 83 Monthly – 190 Ad hoc Daily – 20	Medium	2,300	8
SAS	1-3	N/A	50	8am – 8pm	2	Major – 1 Mod. – 1 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – No Prod. Env – Yes	N/A	Low	30-45	0
SNAP	10	N/A	30	8am – 8pm	25	Major – 0 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	2,000	3
SPS	15	N/A	10	8am – 8pm	20	Major – 0 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	24	2
SODA	2	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 2	Medium	100	1
Visa	2	N/A	5	8am – 8pm	5	Major – 1	Eng. Env. – Yes	Eng. Env. – Yes	N/A	Medium	3,000	2

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
Services						Mod. – 1 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00011	05/03/2012	CISOIT12160	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to add incremental funding per the line items listed below. This modification also changes section 4.1 of the SOW as follows:

SOW Section 4.1 Task One: Contractor Program Management:
Change the second sentence to read as follows.

"The Contractor shall assign a Program Manager and Program Management Team to this task who will manage the day-to-day activities of the contractor staff."

All other terms and conditions remain unchanged.
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted]	5/14/12	Contract lead Vernon Hadley	5-4-12
(b)(4) (b)(6)		(Signature of Contracting Officer)	

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

* Funds are being moved between CLINs
No additional funds are being added to this order/mod.

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	AAP Number: 65207 DO/DPAS Rating: NONE LIST OF CHANGES: Total Amount for this Modification: $0.00 Total Amount for this Award including Options: $292,975,351.69 Total Base Year Value: Total Base Year Funded [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 7AA Total Amount increased by [redacted] from [redacted] to [redacted] Total Cost: [redacted] Total Fee: [redacted] (b)(4) Funded Amount: [redacted] CHANGES FOR LINE ITEM NUMBER: 7AA.1 Total Amount decreased by [redacted] from [redacted] to [redacted] Total Cost: [redacted] Total Fee: [redacted] (b)(4) Funded Amount: [redacted] NEW LINE ITEM NUMBER: 8AA.1 Total Amount: [redacted] Total Cost: [redacted] (b)(4) Total Fee: [redacted] Funded Amount: [redacted] CHANGES FOR LINE ITEM NUMBER: 8AB.1 Total Amount decreased by [redacted] from [redacted] to [redacted] [redacted] (b)(4) Total Fee: [redacted] Funded Amount: [redacted] Change Item 0007AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FERECS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 0007AA.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AB.1 to read as follows(amount shown is the obligated amount):				
0008AB.1	Central Index System (CIS) --TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 0008AA.1 as follows:				
0008AA.1	AR-11 -- TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 9

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00012	07/06/2012	CISOIT-12-0160.2	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE	[redacted] (b)(4)	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)	Net Increase:	$38,969.00
See Schedule		

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to:
Realign funding between 11 CLIN/SLIN
Add funding to the ODC CLIN
Change the CO from Vernon Hadley to Monica Rutherford

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Funding Only Action
New Total Amount for this Award: $292,975,351.69
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(6) (b)(4)	7/9/12	Monica L. Rutherford 16B. UNITED STATES OF AMERICA Monica L. Rutherford (Signature of Contracting Officer)	7/9/12

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	New Total Obligated Amount for this Award: [redacted] (b)(4) All CLINS are FULLY FUNDED except CLIN 0003AA. CLIN 0003AA funded amount is [redacted] CHANGES FOR LINE ITEM NUMBER: 1AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] COST: [redacted] FEE: TOTAL: (b)(4) CHANGES FOR LINE ITEM NUMBER: 1AE Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] COST: [redacted] FEE: TOTAL: (b)(4) CHANGES FOR LINE ITEM NUMBER: 1AH Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] (b)(4) COST: [redacted] FEE: TOTAL: CHANGES FOR LINE ITEM NUMBER: 2AB Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] COST: [redacted] FEE: TOTAL: (b)(4) CHANGES FOR LINE ITEM NUMBER: 3AA Total Amount changed from [redacted] to [redacted] COST: [redacted] FEE: (b)(4) TOTAL: (Funded: [redacted]) CHANGES FOR LINE ITEM NUMBER: 3AF Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Amount changed from [redacted] to [redacted] (b)(4) Obligated Amount for this modification: [redacted] COST: [redacted] FEE: TOTAL CHANGES FOR LINE ITEM NUMBER: 7AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] (b)(4) COST: [redacted] FEE: TOTAL CHANGES FOR LINE ITEM NUMBER: 7AB Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] COST: [redacted] (b)(4) FEE: TOTAL: CHANGES FOR LINE ITEM NUMBER: 7AC Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] (b)(4) COST: FEE: [redacted] TOTAL CHANGES FOR LINE ITEM NUMBER: 8AC Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] COST: [redacted] (b)(4) FEE: TOTAL CHANGES FOR LINE ITEM NUMBER: 9AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] (b)(4) COST: [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	FEE: TOTA [redacted] (b)(4)				(b)(4)
	Change Item 0001AA to read as follows(amount shown is the obligated amount):				
0001AA	Biometrics Benefits Report System (BBSS) Accounting Info: ASCNTWC 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4)				[redacted]
	Change Item 0001AE to read as follows(amount shown is the obligated amount):				
0001AE	Fingerprint Masthead Notification System (FMNS) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				
	Change Item 0001AH to read as follows(amount shown is the obligated amount):				
0001AH	Visa Services Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				
	Change Item 0002AB to read as follows(amount shown is the obligated amount):				
0002AB	Customer Management Information System (CMIS) Fully Funded Obligation Amour [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4) Change Item 0003AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) (b)(4) Fully Funded Obligation Amount$ [redacted] Accounting Info: BALC3P0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALCL30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALEPP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEPP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Accounting Info: ITCRTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] Accounting Info: (b)(4) FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Continued ...				

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITECTSO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITSEARO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Accounting Info: BACOMSO 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITNFTSO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: FELPCTO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSSO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 0003AF to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AF	Reengineered Naturalization Casework System (RNACS) (up to Jan 31, 2012) Accounting Info: FELRNCC 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0007AA to read as follows(amount shown is the obligated amount):				
0007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FERECSO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0007AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0007AB	SAS Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: BARSMR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSHAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000a Funded: [redacted] (b)(4) Change Item 0007AC to read as follows(amount shown is the obligated amount):				
0007AC	BMC Remedy Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AG to read as follows(amount shown is the obligated amount):				
0008AG	National File Tracking System (NFTS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: BALNFT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 0009AA to read as follows(amount shown is the obligated amount):				(b)(4)
0009AA	(b)(4) Asylum Pre-Screening System (APSS) Fully Funded Obligation Amount [redacted] Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				[redacted]
	Change Item 0009AC to read as follows(amount shown is the obligated amount):				
0009AC	Parole Case Tracking System (PCTS) (up to August 13, 2012) Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				
	Change Item 0011 to read as follows(amount shown is the obligated amount):				
0011	(b)(4) Travel - NTE / ODC Fully Funded Obligation Amount [redacted] Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITLSSS0 000 EX 20-01-00-000 Continued ...				38,969.00

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00012	PAGE 9	OF 9

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMEBPO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $36,969.00				

NSN 7540-01-152-8067

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES 1 15

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00013	08/14/2012	OIT-12-0009	

6. ISSUED BY CODE CIS	7. ADMINISTERED BY (If other than Item 6) CODE CIS
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
CODE [redacted] (b)(4) FACILITY CODE		10B. DATED (SEE ITEM 13) 08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $46,168,652.45

See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.217-9 - Option to Extend, 52.243-2 - Changes

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is (1) to exercise the first option period (8/14/12 - 8/13/13) (2) USCIS has granted relief to Computer Science Corporation from delivering the remaining three annual Operational Analysis: Account Management, Risk and Fraud Management and Agency and Knowledge Management for the base period only per my letter to CSC dated 12 July 2012.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Exercise an Option
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted] tracts lead	Arthur J. Nestle
15C. DATE SIGNED: 8/3/12	16B. UNITED STATES OF AMERICA: [signature] (Signature of Contracting Officer) — 16C. DATE SIGNED: 8.7.2012

Previous edition unusable (b)(4) (b)(6)

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 15

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00013	07/30/2012	OIT-12-0009	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $46,168,652.45
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.217-9 - Option to Extend, 52.243-2 - Changes

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is (1) to exercise the first option period (8/14/12 - 8/13/13) (2) USCIS has granted relief to Computer Science Corporation from delivering the remaining three annual Operational Analysis: Account Management, Risk and Fraud Management and Agency and Knowledge Management for the base period only per my letter to CSC dated 12 July 2012.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
LIST OF CHANGES:
Reason for Modification : Exercise an Option
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Arthur J. Nestle	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

NSN 7540-01-152-8070
Previous edition unusable

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

The total amount obligated of [redacted] for this order is increased by $46,168,652.45 for a new total obligated amount of [redacted]

Option Period 1 Total Value: [redacted] (b)(4)
Option Period 1 Total Incremental Obligation: $46,168,652.45
Total Amount for the base and all options: [redacted]

This contract is incrementally funded to the amount listed in column (F) for each CLIN.

CHANGES FOR LINE ITEM NUMBER: 1001AA
Obligated Amount for this modification: [redacted]
Total Funded Cost
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AB
Obligated Amount for this modification: [redacted] (b)(4)
Total Funded Cost:
Total Funded Fee: [redacted]

CHANGES FOR LINE ITEM NUMBER: 1001AC
Obligated Amount for this modification [redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AD
Total cost [redacted] for this CLIN has been reduced by [redacted] to $0.00. (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AE
Obligated Amount for this modification: [redacted]
Total Funded Cost: [redacted] (b)(4)
Total Funded Fee:

CHANGES FOR LINE ITEM NUMBER: 1001AF
Obligated Amount for this modification: [redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AG
Obligated Amount for this modification: [redacted]
Total Funded Cost: [redacted] (b)(4)
Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Funded Fee [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1001AH Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1002AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1002AB Obligated Amount for this modification: [redacted] Total Funded Cost [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1002AC Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1003AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1003AB Total cost plus fee for this CLIN has been increased by [redacted] from [redacted] to [redacted] Obligated Amount for this modification: [redacted] (b)(4) Total Funded Cost [redacted] Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1003AC Obligated Amount for this modification: [redacted] Total Funded Cost [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1003AD Obligated Amount for this modification: [redacted] Continued ... (b)(4)				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1003AE Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1004AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1005AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1005AB Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1006AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1007AA Obligated Amount for this modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1007AB Obligated Amount for this modification: [redacted] Total Funded Cost [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1007AC Obligated Amount for this modification: [redacted] Total Funded Cost [redacted] (b)(4) Total Funded Fee Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

CHANGES FOR LINE ITEM NUMBER: 1007AD
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AA
Obligated Amount for this modification: [redacted]
Total Funded Cost [redacted] (b)(4)
Total Funded Fee:

CHANGES FOR LINE ITEM NUMBER: 1008AB
Obligated Amount for this modification:
[redacted]
Total Funded Cost
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AC
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AD
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AE
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AF
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AG
Obligated Amount for this modification:
[redacted]
Total Funded Cost:
Total Funded Fee: [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1008AH
Obligated Amount for this modification:
Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted]				
	Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1009AA Obligated Amount for this modification:				
	[redacted]				
	Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1009AB Obligated Amount for this modification:				
	[redacted]				
	Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1009AC Obligated Amount for this modification:				
	[redacted]				
	Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1011 Obligated Amount for this modification: [redacted]	(b)(4)			(b)(4)
	Change Item 1001AA to read as follows(amount shown is the obligated amount):				[redacted]
1001AA	Biometrics Benefits Report System (BBSS) Fully Funded Obligation Amount: [redacted]				
	Accounting Info: (b)(4) ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted]				
	(b)(4) Change Item 1001AB to read as follows(amount shown is the obligated amount):				
1001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount [redacted]				
	(b)(4) Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1001AC to read as follows(amount Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the obligated amount):				(b)(4)
1001AC	Employment Applicant Submissions System (EASS) Fully Funded Obligation Amount (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded (b)(4) Change Item 1001AD to read as follows(amount shown is the obligated amount):				
1001AD	FD 258 Enterprise Edition (FD258 EE) (up to Dec 31, 2012) Change Item 1001AE to read as follows(amount shown is the obligated amount):				
1001AE	Fingerprint Masthead Notification System (FMNS) (up to Sept 30, 2012) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded (b)(4) Change Item 1001AF to read as follows(amount shown is the obligated amount):				
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Fully Funded Obligation Amount (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: (b)(4) Change Item 1001AG to read as follows(amount shown is the obligated amount):				
1001AG	Site Profile System (SPS) Fully Funded Obligation Amount (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AH to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AH	Visa Services Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1002AA to read as follows(amount shown is the obligated amount):				
1002AA	Customer Relationship Interface System (CRIS) Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1002AB to read as follows(amount shown is the obligated amount):				
1002AB	Customer Management Information System (CMIS) Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1002AC to read as follows(amount shown is the obligated amount):				
1002AC	National Customer Service Center (NCSC) Siebel Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) ITCRIS0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AB to read as follows(amount shown is the obligated amount):				
1003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1003AC to read as follows(amount shown is the obligated amount):				
1003AC	FD 258 Mainframe Fingerprint Tracking System Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AD to read as follows(amount shown is the obligated amount):				
1003AD	Interim Case Management Solution (ICMS) Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AE to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1003AE	InfoPass Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1004AA to read as follows(amount shown is the obligated amount):				
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Accounting Info: HPFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Change Item 1005AA to read as follows(amount shown is the obligated amount):				
1005AA	Electronic Filing (E-Filing) Fully Funded Obligation Amount$ [redacted] Accounting Info: (b)(4) ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1005AB to read as follows(amount shown is the obligated amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1005AB	Integrated Card Production System (ICPS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1006AA to read as follows (amount shown is the obligated amount):				[redacted] (b)(4)
1006AA	Customer Service Web Portal (CSWP) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA to read as follows (amount shown is the obligated amount):				
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1007AB to read as follows (amount shown is the obligated amount):				
1007AB	SAS Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AC to read as follows (amount shown is the obligated amount): Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F) (b)(4)
1007AC	Remedy Fully Funded Obligation Amoun [redacted] Accounting Info: (b)(4) ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AD to read as follows(amount shown is the obligated amount):				[redacted]
1007AD	Kovair Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AA to read as follows(amount shown is the obligated amount):				
1008AA	Alien□s Change of Address Card (AR-11) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AB to read as follows(amount shown is the obligated amount):				
1008AB	Central Index System (CIS) Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AC to read as follows(amount shown is the obligated amount):				
1008AC	Enterprise Document Management System (EDMS) Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: EDMS000 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AD to read as follows(amount shown is the obligated amount):				[redacted]
1008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AE to read as follows(amount shown is the obligated amount):				
1008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AF to read as follows(amount shown is the obligated amount):				
1008AF	Microfilm Digitization Application System (MiDAS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] Change Item 1008AG to read as follows(amount shown is the obligated amount): Continued ... (b)(4)				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1008AG	National File Tracking System (NFTS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AH to read as follows(amount shown is the obligated amount):				
1008AH	Scan on Demand Application (SODA) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1009AA to read as follows(amount shown is the obligated amount):				
1009AA	Asylum Pre-Screening System (APSS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1009AB to read as follows(amount shown is the obligated amount):				
1009AB	Refugees, Asylum and Parole System (RAPS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				[redacted]

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1009AC to read as follows(amount shown is the obligated amount):				[redacted] (b)(4)
1009AC	Parole Case Tracking System (PCTS) OPTIONAL LINE ITEM Accounting Info: ITPCTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1011 to read as follows(amount shown is the obligated amount):				
1011	Travel - NTE / ODC Fully Funded Obligation Amoun [redacted] Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 21

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00014	08/13/2012		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
CIS		CIS	

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $792,000.00

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.232-22 - Limitation of Funds

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to add incremental funding and realign funds for the base period.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
Reason for Modification : Funding Only Action

The total amount obligated o[redacted] for this task order has increased by $792,000.00 for a new total obligated amount of [redacted]

(b)(4)

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] CONTRACTS LEAD	8/14/12	GALE C. BONNETT 16B. UNITED STATES OF AMERICA Gale C. Bonnett (Signature of Contracting Officer)	8/15/2012

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	The base year total amount obligated of [redacted] for this order is increased by $792,000.00 for a new base year total obligated amount of [redacted] (b)(4)				
	Total Amount for the base an all option period is [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 1AB.1 Total Amount changed from [redacted] (b)(4) Obligated Amount for this modification [redacted] Cost [redacted] Fee: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 1AF Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 1AG Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost [redacted] (b)(4) Fee: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2AB Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 3AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Continued ... (b)(4)				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Cost: [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 3AB Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 3AE Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 4AA Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 5AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 6AA Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Cost: [redacted] (b)(4) Fee: [redacted] CHANGES FOR LINE ITEM NUMBER: 7AC Total Amount changed from [redacted] o [redacted] Obligated Amount for this modification: [redacted] Cos [redacted] (b)(4) Fee [redacted] CHANGES FOR LINE ITEM NUMBER: 8AB Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(b)(4)				
	Cost: (b)(4) Fee:				
	CHANGES FOR LINE ITEM NUMBER: 8AC Total Amount changed from to				
	Obligated Amount for this modification:				
	Cost: (b)(4) Fee:				
	CHANGES FOR LINE ITEM NUMBER: 8AD Total Amount changed from to				
	Obligated Amount for this modification:				
	Cost: (b)(4) Fee:				
	CHANGES FOR LINE ITEM NUMBER: 8AG Total Amount changed from to				
	Obligated Amount for this modification:				
	Cost: (b)(4) Fee:				
	CHANGES FOR LINE ITEM NUMBER: 11 Total Amount changed from to (b)(4)				(b)(4)
	Obligated Amount for this modification:				
	Change Item 0001AA to read as follows(amount shown is the obligated amount):				
0001AA	Biometrics Benefits Report System (BBSS)				
	Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: (b)(4)				
	Change Item 0001AB to read as follows(amount shown is the obligated amount):				
0001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount				
	Accounting Info: (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0001AB.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0001AB.1	Customer Profile Management System (CPMS) --TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0001AC to read as follows(amount shown is the obligated amount):				
0001AC	Employment Applicant Submissions System (EASS) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 0001AE to read as follows(amount shown is the obligated amount):				
0001AE	Fingerprint Masthead Notification System (FMNS) Accounting Info: ASCNTW0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 0001AF to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0001AF	Scheduling and Notification of Applicants for Processing (SNAP) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0001AF.1 to read as follows(amount shown is the obligated amount):				
0001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) --TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0001AG to read as follows(amount shown is the obligated amount):				
0001AG	Site Profile System (SPS) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0001AH to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0001AH	Visa Services Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 0002AA to read as follows(amount shown is the obligated amount):				
0002AA	Customer Relationship Interface System (CRIS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0002AB to read as follows(amount shown is the obligated amount):				
0002AB	Customer Management Information System (CMIS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0002AC to read as follows(amount shown is the obligated amount):				(b)(4)
0002AC	National Customer Service Center (NCSC) Siebel Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALCR10 000 EX 40-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AA to read as follows(amount shown is the obligated amount):				[redacted]
0003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALC3P0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALCL30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4) Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amoun[redacted] (b)(4) Accounting Info: BALCL40 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AC to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0003AC	FD 258 Mainframe Fingerprint Tracking System Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AD to read as follows(amount shown is the obligated amount):				
0003AD	Interim Case Management Solution (ICMS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FELICM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0003AE to read as follows(amount shown is the obligated amount):				
0003AE	InfoPass Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FELIFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELRNC0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0004AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0004AA	Fraud Detection and National Security Data System (FDNS-DS) Fully Funded Obligation Amount$ [redacted] (b)(4) Accounting Info: HPFDNS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-00-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: CISFDU0 PMO EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FPD0000 PMO EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FELRNCO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0005AA to read as follows(amount shown is the obligated amount): (b)(4)				(b)(4) [redacted]
0005AA	Electronic Filing (E-Filing) Fully Funded Obligation Amoun [redacted] Accounting Info: FELRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] b)(4) Change Item 0005AB to read as follows(amount shown is the obligated amount):				
0005AB	Integrated Card Production System (ICPS) Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) FESCDOC 000 EX 20-02-00-000 23-60-0100-10-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: BALICP0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0006AA to read as follows(amount Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the obligated amount):				(b)(4)
0006AA	Customer Service Web Portal (CSWP) (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: FEOWBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0007AA to read as follows(amount shown is the obligated amount):				[redacted]
0007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] Accounting Info: (b)(4) FERECS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0007AB to read as follows(amount shown is the obligated amount):				
0007AB	(b)(4) SAS Fully Funded Obligation Amount [redacted] Accounting Info: BARSMR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000a Funded: [redacted] (b)(4)				(b)(4)
	Change Item 0007AC to read as follows(amount shown is the obligated amount):				[redacted]
0007AC	BMC Remedy Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 0007AD to read as follows(amount shown is the obligated amount):				
0007AD	Kovair Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: BAOOMS0 000 EX 20-01-00-000 23-20-0800-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 0008AA to read as follows(amount shown is the obligated amount):				
0008AA	Alien¿s Change of Address Card (AR-11) Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4) Change Item 0008AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0008AB	Central Index System (CIS) Fully Funded Obligation Amou [redacted] (b)(4) Accounting Info: BALCIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALAR10 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AC to read as follows(amount shown is the obligated amount):				
0008AC	Enterprise Document Management System (EDMS) - TPO***ALSO Fully Funded Obligation Amou [redacted] (b)(4) Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EEMSOm0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EDMSOM0 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AD to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: FELERR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AE to read as follows(amount shown is the obligated amount):				
0008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALFIP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AF to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0008AF	Microfilm Digitization Application System (MiDAS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FELMFA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AG to read as follows(amount shown is the obligated amount):				
0008AG	National File Tracking System (NFTS) Fully Funded Obligation Amoun [redacted] Accounting Info: BALNFT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AG.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0008AG.1	National File Tracking System (NFTS) --TPO Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0008AH to read as follows(amount shown is the obligated amount):				
0008AH	Scan on Demand Application (SODA) Fully Funded Obligation Amount: [redacted] (b)(4) Accounting Info: BALSOD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0009AA to read as follows(amount shown is the obligated amount):				
0009AA	Asylum Pre-Screening System (APSS) Fully Funded Obligation Amoun: [redacted] (b)(4) Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0009AB to read as follows(amount shown is the obligated amount): (b)(4)				(b)(4) [redacted]
0009AB	Refugees, Asylum and Parole System (RAPS) Fully Funded Obligation Amoun [redacted] Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: EXFD000 X01 EX 20-03-00-000 04-10-0020-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0009AC to read as follows(amount shown is the obligated amount):				
0009AC	Parole Case Tracking System (PCTS) (up to August 13, 2012) Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 0011 to read as follows(amount shown is the obligated amount): (b)(4)				
0011	Travel - NTE / ODC Fully Funded Obligation Amoun [redacted] Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 13

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00015	08/31/2012	TFM-12-0135	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

COD [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $4,299,616.96

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.232-22 - Limitation of Funds

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to add incremental funding and realign funds for the base period.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
Reason for Modification: Funding Only Action

The total amount obligated o[redacted] for Option Period 1 on this task order has increased by $4,299,616.96 for a new total obligated amount of [redacted] (b)(4)

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(6) (b)(4) NTRACTS LEAD	8/31/12	Monica L. Rutherford 16B. UNITED STATES OF AMERICA Monica L Rutherford (Signature of Contracting Officer)	9/10/12

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

The total amount obligated o[redacted] for the Base Period and Option Period 1 on this task order has increased by $4,299,616.96 for a new total obligated amount [redacted] (b)(4)

The total contract value of [redacted] on this task order has decreased by [redacted] for a new total contract value of [redacted] (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AA.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost: [redacted]
Total Funded Fee: (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AB.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost: [redacted]
Total Funded Fee: (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AD.1
This SLIN value has been decreased by [redacted]
to [redacted] This SLIN is not funded but is subtracted from the total contract value. (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1001AF.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost [redacted]
Total Funded Fee: (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1003AA.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost: [redacted]
Total Funded Fee: (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1003AB.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost: [redacted]
Total Funded Fee: (b)(4)

CHANGES FOR LINE ITEM NUMBER: 1004AA.1
Obligated Amount for this Modification:
[redacted]
Total Funded Cost: [redacted]
Total Funded Fee: (b)(4)

Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	CHANGES FOR LINE ITEM NUMBER: 1005AA.1 Obligated Amount for this Modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1007AA.1 Obligated Amount for this Modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1008AA.1 Obligated Amount for this Modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1008AB.1 Obligated Amount for this Modification: [redacted] Total Funded Cost: [redacted] (b)(4) Total Funded Fee:				
	CHANGES FOR LINE ITEM NUMBER: 1008AG.1 Obligated Amount for this Modification: [redacted] Total Funded Cost [redacted] (b)(4) Total Funded Fee:				
	Change Item 0001AB to read as follows(amount shown is the obligated amount):				
0001AB	(b)(4) Customer Profile Management System (CPMS) Fully Funded Obligation Amount [redacted]				0.00
	Accounting Info: BALCPM0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0003AB to read as follows(amount shown is the obligated amount):				
0003AB	Computer-Linked Application Information (b)(4) Management System 4 (CLAIMS 4) Fully Funded Obligation Amount [redacted] Accounting Info: BALCL40 000 EX-20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ASCNTW0 000 EX 20-01-00-000 07-70-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALMID0 000 EX 20-01-00-000 Continued ...				0.00

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0005AB to read as follows(amount shown is the obligated amount):				
0005AB	Integrated Card Production System (ICPS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FESCDOC 000 EX 20-02-00-000 23-60-0100-10-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: BALICP0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0008AE to read as follows(amount shown is the obligated amount):				0.00
0008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALFIP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0008AF to read as follows(amount shown is the obligated amount):				0.00
0008AF	Microfilm Digitization Application System (MiDAS) Fully Funded Obligation Amoun [redacted] (b)(4) Continued ...				0.00

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: FELMFA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: BALRAP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELEFP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0008AG to read as follows(amount shown is the obligated amount): (b)(4)				
0008AG	National File Tracking System (NFTS) Fully Funded Obligation Amoun[redacted] Accounting Info: BALNFT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0009AA to read as follows(amount shown is the obligated amount): Continued ...				0.00

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0009AA	Asylum Pre-Screening System (APSS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FELAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: FELPCT0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 0009AB to read as follows(amount shown is the obligated amount):				0.00
0009AB	Refugees, Asylum and Parole System (RAPS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: BALMID0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EXFD000 X01 EX 20-03-00-000 04-10-0020-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1001AA to read as follows(amount shown is the obligated amount):				0.00
1001AA	Biometrics Benefits Report System (BBSS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Change Item 1001AB to read as follows(amount shown is the obligated amount): Continued ...				0.00

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amou [redacted] (b)(4) Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1001AD.1 to read as follows(amount shown is the obligated amount):				0.00
1001AD.1	FD 258 Enterprise Edition (FD258 EE) Change Item 1001AF to read as follows(amount shown is the obligated amount):				0.00
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Add Item 1001AB.1 as follows:				(b)(4) [redacted]
1001AB.1	Customer Profile Management System (CPMS) -- TPO Fully Funded Obligation Amou [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 1001AF.1 as follows:				
1001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4)				
	Add Item 1001AA.1 as follows:				
1001AA.1	Biometrics Benefits Report System (BBSS) -- TPO Fully Funded Obligation Amount [redacted] (b)(4)				[redacted] (b)(4)
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1003AA to read as follows (amount shown is the obligated amount):				
1003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Fully Funded Obligation Amount [redacted] (b)(4)				0.00
	Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				
	Change Item 1003AB to read as follows (amount shown is the obligated amount):				(b)(4)
1003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Fully Funded Obligation Amount [redacted] (b)(4)				[redacted]
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: SPEC000 X01 EX 20-01-00-000 12-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				
	Add Item 1003AA.1 as follows:				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Add Item 1003AB.1 as follows:				[redacted] (b)(4)
1003AB.1	Computer-Linked Application Information Management System 4 (CLAIMS 4) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1004AA to read as follows(amount shown is the obligated amount):				
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Add Item 1004AA.1 as follows:				0.00
1004AA.1	Fraud Detection and National Security Data System (FDNS-DS) -- TPO Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ..				[redacted] (b)(4)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1005AA to read as follows(amount shown is the obligated amount):				
1005AA	Electronic Filing (E-Filing) Fully Funded Obligation Amount (b)(4)				0.00
	Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				
	Add Item 1005AA.1 as follows:				(b)(4)
1005AA.1	Electronic Filing (E-Filing) -- TPO Fully Funded Obligation Amount (b)(4)				
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4)				
	Change Item 1007AA to read as follows(amount shown is the obligated amount):				
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount (b)(4)				0.00
	Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				(b)(4)
	Add Item 1007AA.1 as follows:				
1007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -- TPO Fully Funded Obligation Amount (b)(4)				
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4)				
	Change Item 1008AA to read as follows(amount Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the obligated amount):				
1008AA	Alien's Change of Address Card (AR-11) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00
	Change Item 1008AB to read as follows(amount shown is the obligated amount):				
1008AB	Central Index System (CIS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00
	Change Item 1008AG to read as follows(amount shown is the obligated amount):				
1008AG	National File Tracking System (NFTS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00
	Add Item 1008AB.1 as follows:				(b)(4) [redacted]
1008AB.1	Central Index System (CIS) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)				
	Add Item 1008AA.1 as follows:				
1008AA.1	Alien's Change of Address Card (AR-11) -- TPO Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 1008AG.1 as follows:				(b)(4) [redacted]
1008AG.1	National File Tracking System (NFTS) -- TPO Fully Funded Obligation Amoun [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00016	09/19/2012	TFM-12-0135.1	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $626,543.04

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.232-22 - Limitation of Funds

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

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to move $626,543.04 that was on SLIN 1001AF to SLIN 1007AA.

All other terms and conditions remain unchanged. (b)(4)
AAP Number: 65207 DO/DPAS Rating: NONE
The total amount obligated of [redacted] for Option Period 1 on this task order has increased by $626,543.04 for a new total obligated amount of [redacted] (b)(4)

The total amount obligated of [redacted] for the base period and option period 1 on this task order has increased by $626,543.04 for a new total obligated amount of
Continued ... (b)(4)

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

[redacted] (b)(4) (b)(6)

CONTRACTS LEAD

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Monica L. Rutherford

15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
9/21/12	Monica L Rutherford (Signature of Contracting Officer)	9/21/12

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

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00016	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] (b)(4)				
	Reason for Modification : Funding Only Action Total Amount for this Task Order is unchanged: [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1007AA Obligated Amount for this modification: $626,543.04 Incremental Funded Amount changed from [redacted] (b)(4)				
	Change Item 1007AA to read as follows(amount shown is the obligated amount):				
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Fully Funded Obligation Amount [redacted] (b)(4)				626,543.04
	Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $626,543.04				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 16

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00017	10/01/2012		

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
X	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. FAR Clause 52.243-1 and 52.243-2
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to add the following clause from the Code of Federal Regulations which references "OUTSOURCING NONCRIMINAL JUSTICE ADMINISTRATIVE FUNCTIONS", inserted herein verbatim:

USCIS, referred to as the Authorized Recipient, is outsourcing to the Contractor the performance of noncriminal justice administrative functions involving the handling of criminal history record information (CHRI) pursuant to Title 28, Code of Federal Regulations, Part 906 and the relevant Security and Management Control Outsourcing Standard

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Arthur J. Nestle	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	10.1.2012

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	for Non-Channelers (Outsourcing Standard). The most current version of the Outsourcing Standard is incorporated into this contract and included as Attachment A. The Authorized Recipient's authority to submit fingerprints for noncriminal justice purposes and obtain the results of the fingerprint search, which may contain CHRI, is provided below: Executive Order 12829, National Industrial Security Program, January 6,1993 Executive Order 12958, Classified National Security Information, as amended Executive Order 12968, Access to Classified Information, August 2, 1995 Executive Order 13231, Critical Infrastructure Protection in the Information Age, October 16, 2001 National Industrial Security Program Operating Manual (NISPOM), February 2001 DHS Sensitive Systems Policy Publication 4300A v2.1, July 26, 2004 DHS Sensitive Systems Policy Publication 4300B v2.1, July 26 2004 http://www.fbi.gov/about-us/cjis/cc/library/11032010_nonchanneler_os.pdf Criminal Justice Information Services (CJIS) Security Policy, Version 5.0, 02/09/2011, CJISD-ITS-DOC-08140-5.0 This authority requires or authorizes fingerprint-based background checks of all applicants as required by the USCIS benefit desired and for potential USCIS employees as part of their background determination/adjudication prior to "entry on duty". The contractor agrees to keep all CHRI information private and not publish, use or disclose to any other individual or entity, either directly or indirectly. The specific noncriminal justice administrative function to be performed by the Contractor that involves access to CHRI on behalf of the Authorized Recipient is direct or indirect access to files or data (via systems access) that may include CHRI. The contractor shall comply with the Outsourcing Standard requirements and other legal authorities to ensure adequate privacy and security of personally identifiable information Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(PII) and CHRI results related to this contract, and will ensure that all such data is returned to the Authorized Recipient as soon as no longer needed for the performance of contractual duties. The contractor must utilize the "Statement of Understanding" (Attachment B) for all employees that are determined to have CHRI access as described above and maintain accurate/complete records to demonstrate compliance. The signed Statement of Understanding must be completed prior to the employee's entry on duty and annual thereafter. The contractor must certify annually no later than December 31st that they have complied with requirements as stated above and is subject to audit/review to ensure full compliance. AAP Number: 65207 DO/DPAS Rating: NONE				

Attachment A

SECURITY and MANAGEMENT CONTROL OUTSOURCING STANDARD for NON-CHANNELERS

The goal of this document is to provide adequate security and integrity for criminal history record information (CHRI) while under the control or management of an outsourced third party, the Contractor. Adequate security is defined in Office of Management and Budget Circular A-130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information."

The intent of this Security and Management Control Outsourcing Standard (Outsourcing Standard) is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the FBI Criminal Justice Information Services (CJIS) Security Policy) as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.

This Outsourcing Standard identifies the duties and responsibilities with respect to adequate internal controls within the contractual relationship so that the security and integrity of the Interstate Identification Index (III) System and CHRI are not compromised. The standard security program shall include consideration of site security, dissemination restrictions, personnel security, system security, and data security.

The provisions of this Outsourcing Standard are established by the Compact Council pursuant to 28 CFR Part 906 and are subject to the scope of that rule. They apply to all personnel, systems, networks, and facilities supporting and/or acting on behalf of the Authorized Recipient to perform noncriminal justice administrative functions requiring access to CHRI without a direct connection to the FBI CJIS Wide Area Network (WAN).

1.0 Definitions

1.01 *Access to CHRI* means to view or make use of CHRI obtained from the III System but excludes direct access to the III System by computer terminal or other automated means by Contractors other than those that may be contracted by the FBI or state criminal history record repositories or as provided by title 42, United States Code, section 14614(b).

1.02 *Authorized Recipient* means (1) a nongovernmental entity authorized by federal statute or federal executive order to receive CHRI for noncriminal justice purposes, or (2) a government agency authorized by federal statute, federal executive order, or state statute which has been approved by the United States Attorney General to receive CHRI for noncriminal justice purposes.

1.03 *Chief Administrator,* as referred to in Article I(2)(B) of the Compact, means the primary administrator of a Nonparty State's criminal history record

repository or a designee of such administrator who is a regular full-time employee of the repository.

1.04 *CHRI,* as referred to in Article I(4) of the Compact, means information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, or other formal criminal charges, and any disposition arising therefrom, including acquittal, sentencing, correctional supervision, or release; but does not include identification information such as fingerprint records if such information does not indicate involvement of the individual with the criminal justice system.

1.05 *Criminal History Record Check,* for purposes of this Outsourcing Standard only, means an authorized noncriminal justice fingerprint-based search of a state criminal history record repository and/or the FBI system.

1.06 *Compact Officer,* as provided in Article I(2) of the Compact, means (A) with respect to the Federal Government, an official [FBI Compact Officer] so designated by the Director of the FBI [to administer and enforce the compact among federal agencies], or (B) with respect to a Party State, the chief administrator of the State's criminal history record repository or a designee of the chief administrator who is a regular full-time employee of the repository.

1.07 *Contractor* means a government agency, a private business, non-profit organization or individual, that is not itself an Authorized Recipient with respect to the particular noncriminal justice purpose, who has entered into a contract with an Authorized Recipient to perform noncriminal justice administrative functions requiring access to CHRI.

1.08 *Dissemination* means the disclosure of III CHRI by an Authorized Recipient to an authorized Contractor, or by the Contractor to another Authorized Recipient consistent with the Contractor's responsibilities and with limitations imposed by federal and state laws, regulations, and standards as well as rules, procedures, and standards established by the Compact Council and the United States Attorney General.

1.09 *Noncriminal Justice Administrative Functions* means the routine noncriminal justice administrative functions relating to the processing of CHRI, to include but not limited to the following:

1. Making fitness determinations/recommendation.
2. Obtaining missing dispositions
3. Disseminating CHRI as authorized by Federal statute, Federal Executive Order, or State statute approved by the United States Attorney General
4. Other authorized activities relating to the general handling, use, and storage of CHRI

1.10 *Noncriminal Justice Purposes,* as provided in Article I(18) of the Compact, means uses of criminal history records for purposes authorized by federal or state law other than purposes relating to criminal justice activities, including employment suitability, licensing determinations, immigration and naturalization matters, and national security clearances.

1.11 *Outsourcing Standard* means a document approved by the Compact Council after consultation with the United States Attorney General which is to be incorporated by reference into a contract between an Authorized Recipient and a Contractor. The Outsourcing Standard authorizes access to CHRI, limits the use of the information to the purposes for which it is provided, prohibits retention and/or dissemination except as specifically authorized, ensures the security and confidentiality of the information, provides for audits and sanctions, provides conditions for termination of the contract, and contains such other provisions as the Compact Council may require.

1.12 *Physically Secure Location* means a location where access to CHRI can be obtained, and adequate protection is provided to prevent any unauthorized access to CHRI.

1.13 *Positive Identification,* as provided in Article I(20) of the Compact, means a determination, based upon a comparison of fingerprints[1] or other equally reliable biometric identification techniques, that the subject of a record search is the same person as the subject of a criminal history record or records indexed in the III System. Identifications based solely upon a comparison of subjects' names or other non-unique identification characteristics or numbers, or combinations thereof, shall not constitute positive identification.

1.14 *Public Carrier Network* means a telecommunications infrastructure consisting of network components that are not owned, operated, and managed solely by the agency using that network, i.e., any telecommunications infrastructure which supports public users other than those of the agency using that network. Examples of a public carrier network include but are not limited to the following: Dial-up and Internet connections, network connections to Verizon, network connections to AT&T, ATM Frame Relay clouds, wireless networks, wireless links, and cellular telephones. A public carrier network provides network services to the public; not just to the single agency using that network.

1.15 *Security Violation* means the failure to prevent or failure to institute safeguards to prevent access, use, retention, or dissemination of CHRI in violation of: (A) Federal or state law, regulation, or Executive Order; or

[1] The Compact Council currently defines positive identification for noncriminal justice purposes as identification based upon a qualifying ten-rolled or qualifying ten-flat fingerprint submission. Further information concerning positive identification may be obtained from the FBI Compact Council office.

(B) a rule, procedure, or standard established by the Compact Council and the United States Attorney General.

2.0 Responsibilities of the Authorized Recipient

2.01 Prior to engaging in outsourcing any noncriminal justice administrative functions, the Authorized Recipient shall: (a) Request and receive written permission from (1) the State Compact Officer/Chief Administrator[2] or (2) the FBI Compact Officer[3]; (b) provide the Compact Officer/Chief Administrator copies of the specific authority for the outsourced work, criminal history record check requirements, and/or a copy of relevant portions of the contract as requested; and (c) inquire of the FBI Compact Officer whether a prospective Contractor has any security violations (See Section 8.04). The FBI Compact Officer will report those findings to the Authorized Recipient and, when applicable, to the State Compact Officer/Chief Administrator.

2.02 The Authorized Recipient shall execute a contract or agreement prior to providing a Contractor access to CHRI. The contract shall, at a minimum, incorporate by reference and have appended thereto this Outsourcing Standard.

2.03 The Authorized Recipient shall, in those instances when the Contractor is to perform duties requiring access to CHRI, specify the terms and conditions of such access; limit the use of such information to the purposes for which it is provided; limit retention of the information to a period of time not to exceed that period of time the Authorized Recipient is permitted to retain such information; prohibit dissemination of the information except as specifically authorized by federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General; ensure the security and confidentiality of the information to include confirmation that the intended recipient is authorized to receive CHRI; provide for audits and sanctions; provide conditions for termination of the contract; and ensure that Contractor personnel comply with this Outsourcing Standard.

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[2]The Compact Officer/Chief Administrator may not grant such permission unless he/she has implemented a combined state/federal audit program to, at a minimum, triennially audit a representative sample of the Contractors and Authorized Recipients engaging in outsourcing with the first of such audits to be conducted within one year of the date the Contractor first receives CHRI under the approved outsourcing agreement. A representative sample will be based on generally accepted statistical sampling methods.

[3]State or local Authorized Recipients based on State or Federal States shall contact the State Compact Officer/Chief Administrator. Federal or Regulatory Agency Authorized Recipients shall contact the FBI Compact Officer.

a. The Authorized Recipient shall conduct criminal history record checks of Contractor personnel having access to CHRI if such checks are required or authorized of the Authorized Recipient's personnel having similar access.[4] The Authorized Recipient shall maintain updated records of Contractor personnel who have access to CHRI and update those records within 24 hours when changes to that access occur and, if a criminal history record check is required, the Authorized Recipient shall maintain a list of Contractor personnel who successfully completed the criminal history record check.

b. The Authorized Recipient shall ensure that the Contractor maintains site security.

c. The Authorized Recipient shall ensure that the most current version of both the Outsourcing Standard and the CJIS Security Policy are incorporated by reference at the time of contract, contract renewal, or within 30 calendar days (unless otherwise directed) of notification of successor versions of the Outsourcing Standard and/or CJIS Security Policy, whichever is sooner. The Authorized Recipient shall notify the Contractor within 30 calendar days (unless otherwise directed) of FBI notification regarding changes or updates to the Outsourcing Standard and/or CJIS Security Policy.

2.04 The Authorized Recipient shall understand the communications and record capabilities of the Contractor which has access to federal or state records through, or because of, its outsourcing relationship with the Authorized Recipient. The Authorized Recipient shall maintain an updated topological drawing which depicts the interconnectivity of the Contractor's network configuration.

2.05 The Authorized Recipient is responsible for the actions of the Contractor and shall monitor the Contractor's compliance to the terms and conditions of the Outsourcing Standard. The Authorized Recipient shall certify to the Compact Officer/Chief Administrator that an audit was conducted with the Contractor within 90 days of the date the Contractor first receives CHRI under the approved outsourcing agreement.

2.06 The Authorized Recipient shall provide written notice of any early voluntary

[4] If a national criminal history record check of Authorized Recipient personnel having access to CHRI is mandated or authorized by a federal statute, executive order, or state statute approved by the Attorney General under Public Law 92-544, the State Compact Officer/Chief Administrator and/or the FBI Compact Officer must ensure Contractor personnel having similar access are either covered by the existing law or that the existing law is amended to include such Contractor personnel prior to authorizing outsourcing initiatives. The national criminal history record checks of Contractor personnel with access to CHRI cannot be outsourced and must be performed by the Authorized Recipient.

termination of the contract to the Compact Officer/Chief Administrator or the FBI Compact Officer.

3.0 *Responsibilities of the Contractor*

3.01 The Contractor and its employees shall comply with all federal and state laws, regulations, and standards (including the CJIS Security Policy) as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.

3.02 The Contractor shall develop, document, administer, and maintain a Security Program (Physical, Personnel, and Information Technology) to comply with the most current Outsourcing Standard and the most current FBI *CJIS Security Policy*. The Security Program shall describe the implementation of the security requirements described in this Outsourcing Standard and the FBI *CJIS Security Policy*. In addition, the Contractor is also responsible to set, maintain, and enforce the standards for the selection, supervision, and separation of personnel who have access to CHRI. The Authorized Recipient shall provide the written approval of a Contractor's Security Program.

3.03 The requirements for a Security Program should include, at a minimum:

a) Description of the implementation of the security requirements described in this Outsourcing Standard and the *CJIS Security Policy*.

b) Security Training.

c) Guidelines for documentation of security violations.

d) Standards for the selection, supervision, and separation of personnel with access to CHRI.

**If the Contractor is using a corporate policy, it must meet the requirements outlined in this Outsourcing Standard and the *CJIS Security Policy*. If the corporate policy is not this specific, it must flow down to a level where the documentation supports these requirements.

3.04 Except when the training requirement is retained by the Authorized Recipient, the Contractor shall develop a Security Training Program for all Contractor personnel with access to CHRI prior to their appointment/assignment. The Authorized Recipient shall review and provide to the Contractor written approval of the Security Training Program. Training shall be provided upon receipt of notice from the Compact Officer/Chief Administrator on any changes to federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General. Annual refresher training shall also be provided. The Contractor shall annually, not later than the anniversary date of the contract, certify in writing to the Authorized Recipient that annual refresher training was completed for those Contractor personnel with access to CHRI.

3.05 The Contractor shall make its facilities available for announced and unannounced audits performed by the Authorized Recipient, the state, or the FBI on behalf of the Compact Council.

3.06 The Contractor's Security Program is subject to review by the Authorized Recipient, the Compact Officer/Chief Administrator, and the FBI CJIS Division. During this review, provision will be made to update the Security Program to address security violations and to ensure changes in policies and standards as well as changes in federal and state law are incorporated.

3.07 The Contractor shall maintain CHRI only for the period of time necessary to fulfill its contractual obligations but not to exceed the period of time that the Authorized Recipient is authorized to maintain and does maintain the CHRI.

3.08 The Contractor shall maintain a log of any dissemination of CHRI.

4.0 *Site Security*

4.01 The Authorized Recipient shall ensure that the Contractor site(s) is a physically secure location to protect against any unauthorized access to CHRI.

5.0 *Dissemination*

5.01 The Contractor shall not disseminate CHRI without the consent of the Authorized Recipient, and as specifically authorized by federal and state laws, regulations, and standards as well as with rules, procedures, and standards established by the Compact Council and the United States Attorney General.

5.02 An up-to-date log concerning dissemination of CHRI shall be maintained by the Contractor for a minimum one year retention period. This log must clearly identify: (A) The Authorized Recipient and the secondary recipient with unique identifiers, (B) the record disseminated, (C) the date of dissemination, (D) the statutory authority for dissemination, and (E) the means of dissemination.

5.03 If CHRI is stored or disseminated in an electronic format, the Contractor shall protect against unauthorized access to the equipment and any of the data. In no event shall responses containing CHRI be disseminated other than as governed by this Outsourcing Standard or more stringent contract requirements.

6.0 *Personnel Security*

6.01 If a local, state, or federal written standard requires or authorizes a criminal history record check of the Authorized Recipient's personnel with access to CHRI, then a criminal history record check shall be required of the Contractor's (and approved Sub-Contractor's) employees having access to

CHRI. Criminal history record checks of Contractor and approved Sub-Contractor employees, at a minimum, will be no less stringent than criminal history record checks that are performed on the Authorized Recipient's personnel performing similar functions. Criminal history record checks must be completed prior to accessing CHRI under the contract.

6.02 The Contractor shall ensure that each employee performing work under the contract is aware of the requirements of the Outsourcing Standard and the state and federal laws governing the security and integrity of CHRI. The Contractor shall confirm in writing that each employee has certified in writing that he/she understands the Outsourcing Standard requirements and laws that apply to his/her responsibilities. The Contractor shall maintain the employee certifications in a file that is subject to review during audits. Employees shall make such certification prior to performing work under the contract.

6.03 The Contractor shall maintain updated records of personnel who have access to CHRI, update those records within 24 hours when changes to that access occur, and if a criminal history record check is required, maintain a list of personnel who have successfully completed criminal history record checks. The Contractor shall notify Authorized Recipients within 24 hours when additions or deletions occur.

7.0 *System Security*

7.01 The Contractor's security system shall comply with the CJIS Security Policy in effect at the time the Outsourcing Standard is incorporated into the contract and with successor versions of the CJIS Security Policy.

a. If CHRI can be accessed by unauthorized personnel via Wide Area Network/Local Area Network or the Internet, then the Contractor shall protect the CHRI with firewall-type devices to prevent such unauthorized access. These devices shall implement a minimum firewall profile as specified by the CJIS Security Policy in order to provide a point of defense and a controlled and audited access to CHRI, both from inside and outside the networks.

b. Data encryption shall be required throughout the network passing CHRI through a shared public carrier network.

7.02 The Contractor shall provide for the secure storage and disposal of all hard copy and media associated with the system to prevent access by unauthorized personnel.

a. CHRI shall be stored in a physically secure location.

b. The Authorized Recipient shall ensure that a procedure is in place for sanitizing all fixed storage media (e.g., disks, drives, backup storage) at the completion of the contract and/or before it is returned for

maintenance, disposal, or reuse. Sanitization procedures include overwriting the media and/or degaussing the media.

c. The Authorized Recipient shall ensure that a procedure is in place for the disposal or return of all non-fixed storage media (e.g., hard copies, print-outs).

7.03 To prevent and/or detect unauthorized access to CHRI in transmission or storage, each Authorized Recipient, Contractor, or sub-Contractor must be assigned a unique identifying number.

8.0 *Security Violations*

8.01 Duties of the Authorized Recipient and Contractor

a. The Contractor shall develop and maintain a written policy for discipline of Contractor employees who violate the security provisions of the contract, which includes this Outsourcing Standard that is incorporated by reference.

b. Pending investigation, the Contractor shall, upon detection or awareness, suspend any employee who commits a security violation from assignments in which he/she has access to CHRI under the contract.

c. The Contractor shall immediately (within four hours) notify the Authorized Recipient of any security violation or termination of the contract, to include unauthorized access to CHRI made available pursuant to the contract. Within five calendar days of such notification, the Contractor shall provide the Authorized Recipient a written report documenting such security violation, any corrective actions taken by the Contractor to resolve such violation, and the date, time, and summary of the prior notification.

d. The Authorized Recipient shall immediately (within four hours) notify the State Compact Officer/Chief Administrator and the FBI Compact Officer of any security violation or termination of the contract, to include unauthorized access to CHRI made available pursuant to the contract. The Authorized Recipient shall provide a written report of any security violation (to include unauthorized access to CHRI by the Contractor) to the State Compact Officer/Chief Administrator, if applicable, and the FBI Compact Officer, within five calendar days of receipt of the written report from the Contractor. The written report must include any corrective actions taken by the Contractor and the Authorized Recipient to resolve such security violation.

8.02 Termination of the contract by the Authorized Recipient for security violations

a. The contract is subject to termination by the Authorized Recipient for security violations involving CHRI obtained pursuant to the contract.
b. The contract is subject to termination by the Authorized Recipient for the Contractor's failure to notify the Authorized Recipient of any security violation or to provide a written report concerning such violation.
c. If the Contractor refuses to or is incapable of taking corrective actions to successfully resolve a security violation, the Authorized Recipient shall terminate the contract.

8.03 Suspension or termination of the exchange of CHRI for security violations
a. Notwithstanding the actions taken by the State Compact Officer, if the Authorized Recipient fails to provide a written report notifying the State Compact Officer/Chief Administrator or the FBI Compact Officer of a security violation, or refuses to or is incapable of taking corrective action to successfully resolve a security violation, the Compact Council or the United States Attorney General may suspend or terminate the exchange of CHRI with the Authorized Recipient pursuant to 28 C.F.R. §906.2(d).
b. If the exchange of CHRI is suspended, it may be reinstated after satisfactory written assurances have been provided to the Compact Council Chairman or the United States Attorney General by the Compact Officer/Chief Administrator, the Authorized Recipient and the Contractor that the security violation has been resolved. If the exchange of CHRI is terminated, the Contractor's records (including media) containing CHRI shall be deleted or returned in accordance with the provisions and time frame as specified by the Authorized Recipient.

8.04 The Authorized Recipient shall provide written notice (through the State Compact Officer/Chief Administrator if applicable) to the FBI Compact Officer of the following:
a. The termination of a contract for security violations.
b. Security violations involving the unauthorized access to CHRI.
c. The Contractor's name and unique identification number, the nature of the security violation, whether the violation was intentional, and the number of times the violation occurred.

8.05 The Compact Officer/Chief Administrator, Compact Council and the United States Attorney General reserve the right to investigate or decline to investigate any report of unauthorized access to CHRI.

8.06 The Compact Officer/Chief Administrator, Compact Council, and the United States Attorney General reserve the right to audit the Authorized Recipient and the Contractor's operations and procedures at scheduled or unscheduled

times. The Compact Council, the United States Attorney General, and the state are authorized to perform a final audit of the Contractor's systems after termination of the contract.

9.0 *Miscellaneous Provisions*

9.01 This Outsourcing Standard does not confer, grant, or authorize any rights, privileges, or obligations to any persons other than the Contractor, the Authorized Recipient, Compact Officer/Chief Administrator (where applicable), and the FBI.

9.02 The following document is incorporated by reference and made part of this Outsourcing Standard: (1) The CJIS Security Policy.

9.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they provide a minimum basis for the security of the system and the CHRI accessed therefrom and it is understood that there may be terms and conditions of the appended contract which impose more stringent requirements upon the Contractor.[5]

9.04 The minimum security measures as outlined in this Outsourcing Standard may only be modified by the Compact Council. Conformance to such security measures may not be less stringent than stated in this Outsourcing Standard without the consent of the Compact Council in consultation with the United States Attorney General.

9.05 This Outsourcing Standard may only be modified by the Compact Council and may not be modified by the parties to the appended contract without the consent of the Compact Council.

9.06 Appropriate notices, assurances, and correspondence to the FBI Compact Officer, Compact Council, and the United States Attorney General required by Section 8.0 of this Outsourcing Standard shall be forwarded by First Class Mail to:

FBI Compact Officer
1000 Custer Hollow Road
Module D-3
Clarksburg, WV 26306

10.0 *Exemption from Above Provisions*

10.01 An Information Technology (IT) contract need only include Sections 1.0, 2.01, 2.02, 2.03, 3.01, 6.0, 8.0, and 9.0 of this Outsourcing

[5] Such conditions could include additional audits, fees, or security requirements. The Compact Council, Authorized Recipients, and the Compact Officer/Chief Administrator have the explicit authority to require more stringent standards than those contained in the Outsourcing Standard.

Standard for Non-Channelers when all of the following conditions exist:

1. Access to CHRI by the IT contractor's personnel is limited solely for the development and/or maintenance of the Authorized Recipient's computer system;
2. Access to CHRI is incidental, but necessary, to the duties being performed by the IT contractor;
3. The computer system resides within the Authorized Recipient's facility;
4. The Authorized Recipient's personnel supervise or work directly with the IT contractor personnel;
5. The Authorized Recipient maintains complete, positive control of the IT contractor's access to the computer system and CHRI contained therein; and
6. The Authorized Recipient retains all of the duties and responsibilities for the performance of its authorized noncriminal justice administrative functions, unless it executes a separate contract to perform such noncriminal justice administrative functions, subject to all applicable requirements, including the Outsourcing Standard.

10.02 An Authorized Recipient's contract where access to CHRI is limited solely for the purposes of: (A) storage (referred to as archiving in some states) of the CHRI at the Contractor's facility; (B) retrival of the CHRI by Contractor personnel on behalf of the Authorized Recipient with appropriate security measures in place to protect the CHRI; and/or (C) destruction of the CHRI by Contractor personnel when not observed by the Authorized Recipient need only include Sections 1.0, 2.01, 2.02, 2.03, 3.01, 4.0, 6.0, 8.0, and 9.0 of this Outsourcing Standard for Non-Channelers when all of the following conditions exist:

1. Access to CHRI by the Contractor is limited solely for the purposes of: (A) storage (referred to as archiving in some states) of the CHRI at the Contractor's facility; (B) retrieval of the CHRI by Contractor personnel on behalf of the Authorized Recipient with appropriate security measures in place to protect the CHRI; and/or (C) destruction of the CHRI by Contractor personnel when not observed by the Authorized Recipient;
2. Access to CHRI is incidental, but necessary, to the duties being performed by the Contractor;
3. The Contractor is not authorized to disseminate CHRI to any other agency or contractor on behalf of the Authorized

Recipient;

4. The Contractor's personnel are subject to the same criminal history record checks as the Authorized Recipient's personnel;
5. The criminal history record checks of the Contractor personnel are completed prior to work on the contract or agreement;
6. The Authorized Recipient retains all other duties and responsibilities for the performance of its authorized noncriminal justice administrative functions, unless it executes a separate contract to perform such noncriminal justice administrative functions, subject to all applicable requirements, including the Outsourcing Standard; and
7. The Contractor stores the CHRI in a physically secure location.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 125

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00018	11/05/2012	TFM12135.2	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE [redacted] (b)(4) FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR Clause 52.243-2, Changes

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

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to incorporate the National Appointment Scheduling System (NASS) in accordance with the attached Statement of Work. Coverity is also incorporated into the SOW as an Option CLIN in Option Period 1 and Option Period 2.

All pricing for this modification is based on CSC's National Appointment Scheduling System and Coverity Support cost proposal dated 19 September 2012.

All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE
The total obligated amount o[redacted] (b)(4)
Continued ...

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

15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
[redacted] ONTRACTS LEAD		Vernon Hadley	
15B. [redacted]	15C. DATE SIGNED 11/8/12	16B. UNITED STATES OF AMERICA Monica Rutherford (Signature of Contracting Officer)	16C. DATE SIGNED 11/15/12

(b)(4)

(b)(6)

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	remains unchanged. New total contract value has increased by [redacted] to [redacted] (b)(4) CHANGES FOR LINE ITEM NUMBER: 1001AF.1 Total Funded Amount changed from [redacted] (b)(4) Obligated Amount for this modification: [redacted] (b)(4) LINE ITEM NUMBER 1007AE ADDED: Total SLIN Cost: [redacted] (b)(4) Total SLIN Fee: Total SLIN Value: Total Funded Amount changed from $0.00 to [redacted] Funding moved from SLIN 1001AF.1 LINE ITEM NUMBER 1007AF ADDED: (Optional SLIN) Total SLIN Cost: [redacted] (b)(4) Total SLIN Fee: Total SLIN Value: LINE ITEM NUMBER 2007AE ADDED: (Opional SLIN) Total SLIN Cost: [redacted] (b)(4) Total SLIN Fee: Total SLIN Value: LINE ITEM NUMBER 2007AF ADDED: (Optional SLIN) Total SLIN Cost: [redacted] (b)(4) Total SLIN Fee: Total SLIN Value: Change Item 1001AF.1 to read as follows(amount shown is the obligated amount):				(b)(4)
1001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) -- TPO Fully Funded Obligation Amount: [redacted] (b)(4)				[redacted]
	Add Item 1007AF as follows:				
1007AF	Coverity Support Amount: [redacted] (Option Line Item) (b)(4)				0.00
	Add Item 1007AE as follows: Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1007AE	National Appointment Scheduling System (NASS) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Add Item 2007AE as follows:				[redacted] (b)(4)
2007AE	National Appointment Scheduling System (NASS) -- TPO Amount: [redacted] (b)(4) Option Line Item) Add Item 2007AF as follows:				0.00
2007AF	Coverity Support Amount [redacted] Option Line Item) (b)(4)				0.00

U.S. Citizenship and Immigration Services

Office of Information Technology (OIT)

Sustainment Program Application Support (SPAS)

Statement of Work

Procurement Sensitive – See FAR 3.104

This document contains proprietary information related to the conduct of a Federal agency procurement, the disclosure of which is restricted by Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. 423). The unauthorized disclosure of such information may subject both the discloser and recipient of the information to contractual, civil, and/or criminal penalties as provided by law

1. Background

The Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) processes applications and petitions for immigration and citizenship benefits, promotes an awareness and understanding of citizenship, and ensures the integrity of the United States immigration system. These functions and processes include employment authorization, asylum, resident alien processing, and citizenship naturalization. The USCIS Office of Information Technology (OIT) provides and supports information technology that automates the business workflows and processes information and data needed to manage the immigration and citizenship benefits.

The OIT has developed an acquisition strategy to consolidate technical support services that specialize in the sustainment of critical business applications after they have passed from the acquisition phase and into the operations & maintenance (O&M) phase. By specializing in O&M tasks, numerous USCIS applications in operation can take advantage of a single consistent repeatable O&M approach, which will decrease the overall cost of maintaining applications and reduce costs associated with procuring individual contracts for the performance of same or similar duties.

2. Scope

The USCIS OIT Sustainment Program Application Support (SPAS) effort will provide IT sustainment services to business and other units with existing IT systems and applications in the O&M phase. Applications requiring sustainment services run the gamut of technology implementations that span trends from the 1970s to the present. Support required within this task order includes ad-hoc reporting; systems administration; research and analysis; application user support; database administration; corrective, adaptive, and relevance maintenance; project management; requirements collection, definition, and management; design, configuration management; testing; deployment support; application decommissioning; security remediation; and transition.

The Contractor shall upgrade, modify, operate, and maintain the applications within the scope of this SOW. Applications include, but are not limited to, complex mission-critical mainframe systems with multiple interfaces both within and external to USCIS; systems built with unsupported versions of Visual Basic; systems in various phases of integration with Lockbox; a web-portal based on Vignette; Siebel-based applications in need of upgrade and Section 508 compliance; and applications using Microsoft Access, Pervasive, SQL, or Oracle databases.

The Contractor shall create and maintain IT solutions under the governance of the USCIS Systems Engineering Lifecycle (SELC), to include preparation and delivery of documentation in accordance with USCIS SELC. If USCIS issues updated version(s) to the USCIS SELC, then the Contractor shall adhere to the most recently published updated version so that all subsequent new products, deliverables and services shall follow the format, content, and direction specified in the most recently published updated version of the USCIS SELC, as applicable.

The USCIS has instituted a Transformation Program, whereby a solutions architect will redefine USCIS business processes and the technology that support those processes. Many of the

applications within the scope of the Statement of Work (SOW) will be impacted by the transformation effort. The exact impact is not known at this time. It is possible that some of the applications may be decommissioned, some may migrate to the new solution, some may change their data interfaces, some may remain as-is, and new applications may transition to the O&M phase.

It is also possible that Comprehensive Immigration Reform may be initiated. The exact impact of the reform, if initiated, is not known as this time. It is possible that applications within the scope of this SOW may be impacted. Maintenance actions needed to respond to the Transformation Program and/or Comprehensive Immigration Reform are considered adaptive maintenance, and are covered within the scope of this SOW.

This Task Order includes Sub-SLINs arranged according to USCIS Transformation Program Office (TPO) Funding. In order to support TPO, Sub-SLINS are required to delineate TPO funds from other USCIS funding. At option exercise the Government will modify the task order to identify the TPO Sub-SLINS and their funding level.

This Task Order also includes Optional Surge CLINS (10% increase) in each period of performance. Surge is defined as new applications, releases in excess of SOW projections, and associated maintenance thereon, as well as, additional work caused by legislative and or geopolitical occurrences. The Contracting Officer may exercise the Optional Surge CLIN as many times as necessary so long as the ceiling is not exceeded

2.1 Place of Performance

The principal place of performance shall be at the Contractor provided work site. The off-site Contractor facility shall be in close proximity to the USCIS facility at 111 Massachusetts Ave NW, Washington D.C (within D.C. metropolitan area). Meetings generally take place at USCIS offices in the Washington, D.C. Metropolitan Area, including, but not limited to 20 Massachusetts Avenue, N.W.; and 111 Massachusetts Avenue, N.W., Washington DC. The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security.

Travel outside of the Metropolitan Washington, DC area may be required. In the event travel is required, travel shall not be performed in connection with this Task Order without prior approval in writing (Email for the request and approval is acceptable) of the Contracting Officer Technical Representative (COTR). The Contractor shall be reimbursed for travel in accordance with the Joint Federal Travel Regulations (JFTR). Upon completion of travel, all documentation associated with the respective travel shall be submitted with the invoices. Local travel (within 50 miles) under this Task Order will not be reimbursed. Local travel is defined as travel from the Contractor's offices that are within 50 miles of the DHS/USCIS/OIT facilities at 111 Massachusetts Avenue, N.W., Washington DC.

2.2 Period of Performance

The USCIS SPAS Task Order period of performance includes a twelve month base period with option periods extending up to 36 months. The specific period of performance is in the Task Order schedule.

3. Objective

The OIT is fully committed to supporting the business missions of Program Offices and Directorates throughout USCIS by providing Operations and Maintenance services for the Business Unit applications. The Contractor shall maintain applications so that the following business unit objectives can be achieved:

- Improve delivery of naturalization and immigration services.
- Improve delivery of information to customers.
- Provide and maintain benefits background check processing.
- Improve card production services.
- Provide accurate statistics and reports related to examination activities.
- Provide a user database of examination program cases, actions, and events that can be shared by USCIS mission areas.
- Allow authorized users located throughout the U.S. to simultaneously access centralized database information and search, add, modify and print records.
- Improve the security hardening of the systems and processes supporting the delivery of citizenship and immigration services.
- The Contractor shall support the following OIT Sustainment Program objectives:
- Migrate the performance of all maintenance activities through OIT virtualized servers.
- Improve the ability of the Government to track and monitor the cost and schedule of releases through EVM and other project management reporting.
- Improve the capabilities to transition existing applications to the SPAS Contractor.
- Ensure adequate communication between the SPAS and Transformation Program Office (TPO) Contractors occurs to support TPO systems development efforts.

4. Task Descriptions

The capabilities specified in this section are general requirements that are applicable to all USCIS information technology applications indicated below. In addition to the mandatory applications referenced below, new applications may come on board as part of USCIS initiatives such as Immigration Reform, Transformation, or due to migration from initial investment and development to O&M status. The USCIS information technology applications, described in more detail in Appendix A, that shall be considered MANDATORY applications to be supported under the tasks in this SOW are as follows:

- Asylum Pre-Screening System (APSS)
- Alien Change of Address Card (AR-11)
- Biometrics Benefits Report System (BBSS)
- Computer Linked Automated Information Management System 3 (CLAIMS 3)

- Computer Linked Automated Information Management System 4 (CLAIMS 4)
- FD-258 Mainframe Fingerprint Tracking System
- FD-258 Enterprise Edition Fingerprint Tracking System
- Central Index System (CIS)
- Customer Management Information System (CMIS)
- Customer Relationship Information System (CRIS)
- Customer Profile Management System (CPMS)
- Customer Service Web Portal (CSWP)
- Electronic Reading Room Document Preparing Project (ERRDPP)
- Fraud Detection and National Security - Data System (FDNS-DS)
- Enterprise Document Management System (EDMS)
- Electronic Filing (E-Filing)
- Enterprise CIS Consolidated Operational Repository (eCISCOR)
- Employment Application Admissions System (EASS)
- Fingerprint Masthead Notification System (FMNS)
- FOIA/PA Information Processing System (FIPS)
- InfoPass
- Integrated Card Production System (ICPS), includes ICPS Print Services (ICPS-PS), National Production System, (NPS), NPS Web
- Interim Case Management Solution (ICMS)
- Kovair
- Microfilm Digitization Application System (MiDAS)
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel)
- National File Tracking System (NFTS)
- National Scheduler Service (NASS)
- Parole Case Tracking System (PCTS)
- Reengineered Naturalization Casework System (RNACS)
- Refugee Asylum and Parole System (RAPS)
- Remedy
- SAS
- Scan On Demand Application (SODA)

- Scheduling and Notification of Applicants for Processing (SNAP)
- Site Profile System (SPS)
- Visa Services

4.1 Task One: Contractor Program Management

While USCIS will provide management oversight, it is the responsibility of the Contractor to manage all corporate resources and supervise all Contractor staff in the performance of all work on this contract. The Contractor shall assign a Program Manager to this task who will manage the day-to-day activities of the Contractor staff. The Contractor Program Manager is the member of the Contractor's management team who has responsibility for the actual accomplishment of the SOW requirements for this Task Order. The Program Manager shall organize; direct and coordinate planning and execution of all Task Order activities, and will review the work of subordinates, including subcontractors, to ensure that the schedule, standards, and reporting responsibilities are met. The Program Manager shall integrate the Contractor's management and technical activities across the entire SPAS Task Order to ensure they are consistent. The Program Manager shall ensure that all work on this Task Order complies with terms and conditions and shall have access to contractor corporate senior leadership when necessary. The Contractor's Program Manager shall be the primary interface with the Contracting Officer (CO), COTR and SPAS Program Manager or designee(s). The Contractor's Program Manager shall attend monthly and weekly status meetings and ad hoc meetings as required (see Deliverables Schedule). The Contractor's Program Manager would not be involved in anything that would represent an Organizational Conflict of Interest.

4.1.1 Government Furnished Property (GFP) Tracking

All hardware and software associated with each application that the Contractor supports within the scope of this SOW shall be identified, logged, tracked and made available to the Government on a 24x7 basis in a searchable format. Associated hardware includes servers, equipment, and peripherals (excluding cabling), for each application regardless of the physical location. Associated software includes COTS, custom software, and development and engineering tools for each application regardless of physical location.

The Contractor shall alert Government Information Technology Project Managers (IT PMs), who manage the individual applications within the scope of this SOW when GFP maintenance agreements require renewal. When renewal is required the Contractor shall provide Government IT PMs the necessary information to enable Government IT PMs to submit acquisition packages to renew existing maintenance agreements and acquire new software and hardware. The Contractor shall provide specifications, and assist the IT PMs as needed in tracking the status of procurements.

The Contractor shall include in the monthly status reports timelines for GFP maintenance renewals and new GFP purchases associated with the applications within the scope of this SOW. Monthly report timelines shall include needed activities prior to submission and tracking activities after submission until the product arrives.

The Contractor shall coordinate with and provide information to Government inventory control personnel in support of annual inventories and other inventory control needs.

When tracking GFP, the Contractor shall provide the following information, as known:

- System
- Manufacturer
- Supplier
- Supplier POC information
- Purchase date
- Maintenance expiration date
- Type
- Quantity
- Description
- Cost of item
- Maintenance renewal cost
- Product ID/License key
- Customer Support/Service Identifier (CSI) Number
- Location

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, a method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on the data fields provided above. A Government-accepted GFP tracking method shall be in place within 5 months of contract award.

4.1.2 Program Research and Analysis

Problems, issues, and opportunities impacting SPAS applications as a whole or multiple SPAS applications may be researched, analyzed, and reported. This task may include assessments of emerging technologies that have a program-wide impact on applications within this Task Order. At the Government's direction, the Contractor shall:

- Provide analysis of enterprise data requirements, whether for enterprise reporting standardization initiatives, data warehousing initiatives, or transformation initiatives.
- Investigate and evaluate technologies that have the potential to improve development, test, deployment or operations of applications.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.

- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to research and analysis reports and briefings.

4.1.3 Establish and Maintain Maintenance Environment

The Contractor shall provide the technical expertise and services needed to install, manage, control the configuration, and operate a maintenance environment that will be used for maintenance-related coding and Functional Qualification Testing (FQT) for applications within the scope of this SOW. Within USCIS the maintenance environment is also known as an engineering environment, which is segregated from the production environment. The USCIS engineering environment is where development of new code baselines and modifications to existing code baselines takes place, as well as FQT. The USCIS production environment is where the operational systems reside. It is also where Systems Acceptance Tests (SAT) and User Acceptance Tests (UAT) take place.

The SPAS maintenance/engineering environment may be located at the Contractor site and/or external data centers. External data centers will have a segregated network specially designed for development and test activities, which the Contractor may be required to access remotely in order to satisfy the maintenance tasks in this SOW. Remote access is currently achieved through Citrix servers and the use of XenDesktop. The Contractor shall install, manage, and control configurations at both the contractor's site and remote engineering environments, to include remote virtual environments.

Where use of the remote engineering capabilities are not appropriate, the Contractor shall ensure development and FQT can be performed at the contractor site. Primary Contractor work, to include development and FQT activities, shall be performed on the DHS production network, which shall be accessed via circuits and switches provided by the Government. Network drops and cabling for computing equipment at the Contractor site shall be provided by the Contractor. Not all development and FQT work can be accomplished on the DHS production network, and some development and FQT activities will require a network segregated from the DHS network by firewalls. This is because administrative privileges and non-standard desktop images are required for the development and FQT activities that support some USCIS applications. An effort is underway to move all development and FQT activities to a data center where remote maintenance activities can occur. Until this is complete, the Contractor will be required to house a segregated lab for these activities. The Contractor shall:

- Coordinate with OIT security stakeholders to ensure the Contractor maintenance environment, as well as the entire Contractor work site facility, achieves Certification & Accreditation (C&A), and receives an Authority to Operate as an extranet site (reference Security Section).
- Develop and implement configuration control for the desktop images in the segregated Contractor development and FQT lab (configuration control for desktop images on the DHS production environment is maintained by the Government).

- Develop and institute controls to reduce the risk of malicious code entering the production environment through activities occurring in the maintenance environment.
- Install and configure tools for the automated scan and analysis of code defects, complexity, quality, and security. Such tools may include, but are not limited to, Coverity. The scans and analyses using automated tools may be on an ad hoc basis and/or utilize a standardized repeatable process based on needs and objectives.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to a maintenance environment (lab) at the Contractor site utilizing GFP, which shall be established within three months of contract award.

4.2 Task Two: Operational Tasks

The objective of the following tasks is to ensure the applications within the scope of this SOW maintain operational readiness. Although the Contractor will share responsibility for operational tasks with other vendors who support the production/operations environment at USCIS, the Contractor shall monitor and perform routine and corrective actions on applications that are in production while following established USCIS change and release management policies (reference Table 2: Reference Information), processes, and procedures. As the Contractor monitors the operational posture of applications, further evaluation and analysis may be authorized to ensure the continued sustainability of the applications. Monitoring and early warning will allow OIT to pro-actively plan and carry out maintenance activities.

4.2.1 Ad-Hoc Reporting

The Contractor shall provide scheduled and unscheduled reports derived from data contained in applications within the scope of this SOW. The requests for ad hoc reports may be initiated by stakeholders within or outside of OIT, such as Security, business units, Office of the Inspector General, and potentially members of Congress. The requests will vary in scope and complexity. The Contractor shall attend meetings as needed to obtain report requirements, review and research applicable available documentation, extract applicable database information required to assemble the report, and display the extracted information as required.

Deliverables (see Deliverables Schedule) included within this task include scheduled and unscheduled Ad Hoc Reports.

4.2.2 System Administration

The Contractor shall provide system administration services for the applications within the scope of this SOW, which includes the current application portfolio and any new applications introduced to the sustainment phase. These activities shall include a supporting role of the ongoing monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, and system and data archiving. The system administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). System administration support for the production environment shall be provided by data center personnel, not by the Contractor. The production environment retains system administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol.

The Contractor shall provide system administrators for CLAIMS 3 in the production and engineering environments.

A System Workload Analysis Document (SWAD) should be created prior to standing up an application in the USCIS production environment; however, many of the applications within the scope of this SOW do not have a SWAD, and if existing, do not represent current usage metrics. The Contractors shall create a new SWAD for applications that do not currently have one and rebaseline existing SWADs. The SWADs must be complete or rebaselined within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies). The Contractor shall:

- Monitor application and provide problem resolution and support for applications within the scope of this SOW.
- Identify when USCIS infrastructure problems impact applications within the scope of this SOW and notify appropriate stakeholders to begin remedy procedures.
- Provide technical assistance to infrastructure stakeholders to resolve failures or address LAN related issues, and support incident management and problem management activities.
- Perform production control activities such as the support of cyclical changes to operational workloads, data administration, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, setup and verification of files and programs for the execution of production runs specific to the applicable system.
- Coordinate with application and database backups with Data Center staff.
- Support the development of contingency plans, including disaster recovery and COOP testing, and operation failover testing consisting of documented contingency plans. The Contractor may be required to develop contingency plans for USCIS IT applications.
- Support the execution of emergency backups in coordination with other infrastructure operational components and/or DHS data center specific requirements.
- Analyze, compile, and aggregate data gathered from disparate databases and application platforms required to feed information systems to produce statistical, workload, and trend analysis reports.
- Monitor application and database servers and troubleshoot/resolve issues.
- Install or coordinate the installation of applications and databases needed for maintenance activities, Functional Qualification Testing (FQT), Independent Test & Evaluation (T&E), and production/operations, regardless of the physical location of the application and database servers.
- Coordinate OS upgrades, patches, fixes, and testing with Data Center staff.
- Provide advice and implementation support to address application high availability issues and requirements.

- Monitor application usage and storage, and provide advance warning when thresholds are reached.
- Monitor the Infrastructure as a Service dashboard to collect key performance indicators for maintenance purposes and include relevant statistics in the monthly status report. Develop data requirements based on unmet monitoring needs for submission to Infrastructure team as needed to improve visibility into application performance, usage, and capacity.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application is updated with each application release, and create systems administration manuals for those applications that do not currently have one.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- New or rebaselined SWADs for each application within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).
- Systems Administration & Operations Manual (SOAM) for each application, updated at each release (or newly created per application project plan if not previously existing).

4.2.3 Application User Support

The Contractor shall provide application support to end users by responding to user-initiated service-desk requests that are referred to Tier 2 and/or Tier 3 support for application-related problems; developing and updating user manuals; developing and updating training; and delivering training.

The Government IT PM for each application establishes the protocol for interfacing with the service-desk for tier 2 and 3 application support, defining the necessary queues, and working with the Contractor to define points of contact for the queues. The Contractor shall use the Government-supplied service desk management tool, currently Remedy, to monitor the service-desk queues. The hours required for monitoring and responding to service desk tickets (consistent with the Government holiday schedule) varies among the applications. Appendix 2: Application Support Summary, defines the Tier 2/3 service desk operating hours for each application. Key application support personnel must be accessible (via pager after normal business hours) in the event of a critical emergency. The Contractor shall respond to service requests appearing in the Contractor's queue. Response constitutes either a Remedy e-mail notification back to the initiator with receipt acknowledgement and the next course of action; an indication of resolution in Remedy; or assignment to the appropriate queue for further action, as appropriate. After proper diagnosis of the service request, the team shall also be required to indicate resolution or remedy, or assign the ticket to the appropriate queue for further action, as appropriate, and describe in Remedy the Contractor's course of action. The Contractor shall:

- Support the IT PM in developing processes, procedures, and instructions for a seamless working environment between the Tier 1 service desk and Contractor supported Tier 2 and Tier 3 work environments to reduce response times in the service and operating model.
- Support/provide training for USCIS service desk personnel to be able to handle routine problems associated with applications at the Tier 1 level to reduce the strain on the Tier 2

and Tier 3 support requirements. Support includes providing training as required for the service desk and updates to the knowledge management system.

- Identify Tier 2 and Tier 3 service desk points of contact for each application within the scope of this SOW.
- Analyze Tier 2 and 3 service-desk tickets to determine if requests are the result of a bug or error, user knowledge or skills deficit, or an application usability issue.
- Recommend System Change Requests (SCR) to Government IT PMs when bugs/errors and usability issues are discovered.
- Interface with user to provide usability workarounds and resolve knowledge/skills issues.
- Create and/or update user manuals so that they are kept current with the state of the application.
- Create and/or update training and job aids so that they are kept current with the state of the application.
- Create, operate, and maintain training servers and the scenario/workflows used in training.
- Create, update, and maintain training databases.
- Design, develop, and conduct task-centric training on applications, to include training-related artifacts.
- Design, develop, update, and upload task-centric computer-based training on the use of applications that resides on the USCIS Learning Management System (LMS), currently EdVantage. If source code is not provided, contractor shall create new training using the Learning Content Management System (LCMS) provided by USCIS, currently OutStart Evolution.
- Upon request, design and develop task-centric on-demand help and/or training for applications so that users can access training through the application as needed.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- User Manuals created or updated as needed when the application changes, (delivered in MS Word version consistent with USCIS version at time of delivery).
- Training Artifacts created or updated as needed when the application changes.
- Job-Aids created or updated as needed when the application changes.
- Application-delivered on-demand help created or updated as needed when the application changes.
- Application-delivered on-demand training created or updated as needed when the application changes.
- Computer-based training created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.

4.2.4 Database Administration

The Contractor shall provide installation, configuration, tuning, maintenance, and routine patching of databases for applications within the scope of this SOW. The database administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). The database administration support for the production environment shall be provided by data center personnel, not the Contractor. The production environment retains database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The CLAIMS 3 application is an exception to this protocol. The Contractor shall provide database administrators for CLAIMS 3 in the production and engineering environments.

The Contractor shall routinely evaluate the need to upgrade database servers and software while determining compatibility with current application versions. When upgrades are approved, the Contractor shall plan and coordinate the upgrades with the relevant stakeholders.

The Contractor shall configure database environments, or support other parties who will configure those environments, for Functional Qualification Testing (FQT); Independent Test & Evaluation (T&E); user acceptance testing; integration testing; database security testing; installation/migration testing; configuration/compatibility testing; and performance, load, and stress testing, as requested. When the servers have been configured, stabilized, and certified for production use by USCIS, the Contractor shall support the migration of databases from the non-production to the production environment, if needed. The Contractor shall:

- Provide database administration support and problem resolution support for multiple database environments, whether within USCIS or between USCIS and other Federal agencies.
- Provide configuration, tuning, and hardware, software and system maintenance on servers which host USCIS databases at USCIS data centers.
- Support planned migrations and upgrades of databases.
- Interface with database vendor(s) for technical support.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application database is updated with each application release, with the following content:
  - Startup/shutdown procedures for managed databases
  - Performance analysis and reporting, both regularly-scheduled and on-demand
  - Specified database patch history logs
  - Account management/User ID procedures.
  - Full backup & recovery procedures and scripts

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, Systems Administration & Operations Manual (SOAM) that is updated with database maintenance information for each application.

4.2.5 Application Research and Analysis

While conducting routine and ad hoc system administration tasks, performance, reliability, operability, maintainability, security, data quality, and other operational problems or issues may be identified by the Contractor and made known to the Government. As directed by the Government, the Contractor shall perform further analysis to identify potential improvements and problem or issue resolution. The Contractor shall:

- Provide analysis of user data requirements, selection of appropriate databases, and evaluation of the completeness, consistency, and validity of data contained in the databases.
- Investigate and evaluate technologies that have the potential to improve application and database operations and/or resolve problems or issues.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Identify the most 508 compliant of the assessed technologies.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.
- Perform Operational Analysis annually on each application (see Operational Analysis)

Deliverables (See Deliverables Schedule) included within this task may include, but are not limited to:

- Research and analysis reports and briefings.
- Section 508 Determinations & Findings Form indicating results of Section 508 market research.

4.3 Task Three: Maintenance Tasks

While performing scheduled, unscheduled, routine and ad hoc operational duties, application maintenance actions may be identified. Needed actions that are approved become maintenance tasks, and fall within the governance structure of USCIS SELC and Change Control and Release Management (CCRM). Maintenance tasks may also arise based on needs of OIT and business stakeholders. Maintenance activities are categorized as *corrective, adaptive, or relevance*, as described below:

- **Corrective Maintenance:** Correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors.

- **The Adaptive Maintenance:** Upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes.
- **Relevance Maintenance:** Accommodate new or changed user requirements or to increase the application performance or enhance its user interface.

When corrective maintenance fits the CCRM criteria of "emergency" it may be exempt from many of the maintenance tasks described herein due to the abbreviated timeline needed to deploy the emergency build. Otherwise, the Contractor shall perform the tasks in this section based on the direction of the Government project manager (IT PMs) and USCIS SELC guidance.

The Contractor shall submit document deliverable items required by USCIS SELC as specified in Project Tailoring Reviews to the USCIS electronic document library. The Contractor shall comply with a standard and accessible change control process in accordance with USCIS OIT CCRM policy. A change is an addition, modification, or removal of approved, supported, or baseline hardware, network, software, application, system, image, or associated documentation.

4.3.1 Project Management

The Contractor shall provide project management and administrative support to the Government IT Project Managers for the various applications named within the scope of this SOW. Each of the Government IT PMs are simultaneously tasked to work with their respective business units in the accomplishment of application O&M. Business unit stakeholders will often accompany IT PMs to meetings in order to provide further clarification of user requirements and needed functionality. The purpose of the Contractor Project Manager is to support the timely execution of application releases by managing internal Contractor resources assigned to the release, and to assist the Government IT PMs in their cross-organizational management of releases. The Contractor shall institute risk management best practices, and shall document and track risks; develop risk mitigation strategies; and support risk management practices so that risks do not become issues. The contractor shall provide the Government real-time access to their risk management tool through an automated process, such as Share Point.

The Contractor shall also produce and update project schedules and shall report and account for project costs incurred within the scope of this contract. Schedules and costs shall be reported, tracked, and managed with a Government-provided project management tool (currently MS Project Server). The Contractor shall establish columns in MS Project for the calculation of EVM data associated with calculating and displaying cost and schedule variances, and for calculating the Cost Performance Index (CPI) and the Schedule Performance Index (SPI). The purpose of using MS Project is to provide a day-to-day management tool for IT PMs. The Contractor shall support the IT PMs in setting up MS Project projects for each application release. The EVM data calculated in MS Project shall support and be consistent with the monthly EVM reports as described below. The EVM data in MS Project may be required to be updated outside of the aforementioned reports at closer intervals, at the direction of the Government IT PMs, either weekly or bi-weekly as directed by the IT PM. Projects with compressed release schedules will require more frequent reporting than other projects. The MS Project shall show planned versus actual dates for the accomplishment of tasks per the WBS. In addition, the

Contractor shall perform the actions needed to ensure the application project data is input into the USCIS OIT integrated master schedule for IT projects, at the WBS level required by the integrated master schedule. The integrated master schedule will help to communicate the resources needed throughout OIT to support planned releases.

The Contractor shall:

- Use risk management and tacking systems and software to provide risk management services.
- Provide overall project management assistance, including project planning, tracking, budgeting, and scheduling.
- Provide Rough Order of Magnitude (ROM) cost and schedule estimates for proposed application changes and other maintenance-related tasks.
- Use government furnished project management and tracking systems and software to provide acquisition schedules, timelines, project briefings, tracking reports, and application status reports to facilitate and monitor project progress.
- Track and report project performance using EVM data
- Input project schedules into integrated master schedule.
- Maintain historical databases and electronic records to better track and compare project progress.
- Utilize, as appropriate, knowledge management and other tools and methodologies for collaboration, document, and data management tracking, verification, and reporting.
- Ensure compliance with applicable laws, regulations, security requirements and contractual terms. Bring to the attention of the appropriate USCIS OIT manager the impact of new or changing laws, regulations, security requirements, and contractual terms.
- Identify methodologies to identify project performance and quality problems leading to early and effective corrective action.
- Provide recommendations and briefings related to improving application performance and supportability.
- Provide data and services for completing the Next Generation Program Reporting Form (nPRS) on behalf of Government IT PMs for those applications within the scope of this SOW that are subject to OMB Exhibit 300 and OMB Exhibit 53 reporting (reference Table 2: Reference Information) requirements [currently CSWP, FIPS, NFTS, CLAIMS 3, CLAIMS 4, and Biometrics (BBSS and CPMS)].
- Acquire access privileges to enterprise project management tools and databases (including, but not limited to, Kovair, MS Project Server, Information Technology Document Library (ITDL), and Remedy).

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Project Management Plans (PMP) for each planned release.

- Government-approved Work Breakdown Structure (WBS) for each release.
- Project schedule maintained in a Government-furnished project management application (i.e. MS Project or other application as specified and provided by the Government) that accounts for schedule duration, milestones that align with USCIS SELC phases as proscribed in release tailoring reviews, planned start and end dates, actual start and end dates, and other EVM-related data as described in the Earned Value Management Section.
- Section 508 Determinations & Findings Form for each release (to be supplied for Government signatures). This is a pre-printed form that is part of USCIS SELC.
- Planning Review Briefing for each USCIS SELC Planning Review.
- Risks, risk status, and risk mitigation strategies for each application release.

4.3.2 Requirements Collection, Definition, and Management

The Contractor shall provide support for the identification, collection, and documentation of requirements that support proposed or approved system change requests for the applications within the scope of this SOW. The requirements must meet USCIS quality criteria and be testable, and must be traced to business requirements, to design elements, to code units, and to tests. The Contractor shall provide configuration management services to ensure traceability and to manage requirements change. The Contractor shall:

- Attend System Change Request (SCR) reviews [such as Customer Review Boards (CRB)] on behalf of or in conjunction with IT PMs as needed
- Attend Change Control Board (CCB) meetings on behalf of or in conjunction with IT PMs as needed

The Contractor shall use a Government-furnished Requirements Management Tool for the management of the requirements. Currently, the Government uses Kovair Requirements Management as a control environment for requirements.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- System Requirements Document (SRD) created or updated for each release.
- Requirements Traceability Matrix (RTM) created or updated for each release.
- Requirements Review Briefing for each USCIS SELC Requirements Review.

4.3.3 Design

The Contractor shall engineer and re-engineer, as applicable, application design as a result of approved changes to applications within the scope of this SOW. Application design changes shall be documented, and design elements must be categorized as individual objects and traced to the requirements they support. Design may include user interface mock-ups, detailed use cases describing system behavior, modeling languages such as Unified Modeling Language (UML) or Business Process Modeling Notation (BPMN), data models, and/or context and architectural diagrams.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Design Document (DD) created or updated for each release.

- Design Review Briefing for each USCIS SELC Preliminary and Final Architecture Design Review.

4.3.4 Software Maintenance

The Contractor shall fully maintain USCIS applications as required by this Statement of Work. Operating assets require modification to accommodate bugs and errors, legislative changes, changes to the business context, evolving user needs, and advances in technology. Operating assets in the production environment require approved System Change Requests (SCR) before changes to baseline code can be implemented. The Contractor may also be required to make configuration changes to applications, which do not require changes to the code baseline. The Contractor shall document approved changes in accordance with the USCIS SELC. The documentation items are identified at SELC tailoring reviews when changes are packaged into releases. The Contractor shall apply configuration management services to ensure system, application, subsystem, and component integrity as a technology change moves through the maintenance (development/test), staging, and production environments.

Prior to the start of a release, the Contractor and the USCIS Project Manager shall agree on the maintenance type (corrective, adaptive, or relevance) and scale of the modification, which may be defined as minor, moderate, or major..

The following table provides guidelines for estimating the resources (for EVM purposes) required to perform the work associated with an approved SCR. The Contractor shall provide to the IT PM project management support needed for the execution of release specific project management functions as described the Project Section. The number of releases (by type) a given application is likely to require in a given year are estimated in Appendix 2: Application Support Table.

Type of Release	Estimated Level of Effort
Minor	001-750 Hours
Moderate	751- 3000 Hours
Major	3001-6000 Hours

When a major change is deployed, the Contractor shall provide 24 x 7 coverage beginning with the deployment date and lasting three days.

4.3.5 Corrective Maintenance

The Contractor shall perform corrective maintenance to identify the source, then correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors. Activities associated with corrective maintenance shall include the following:

- Perform emergency repairs when immediate correction is necessary to continue user service.
- Perform corrective coding to reflect the specifications or to correctly utilize system resources.
- Perform unit testing to verify that corrective coding and emergency repairs adhere to specifications.
- Conduct problem analysis and resolution.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.6 Adaptive Maintenance

The Contractor shall perform adaptive maintenance to upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes. Activities associated with adaptive maintenance shall include, at a minimum, the following:

- Modify an application and/or subsystem, component, hardware, software, or utility as needed to ensure continued operability when a condition in the operating environment changes.
- Modify baseline application code to change functionality or business processes.
- Replace unsupportable software and hardware with new versions of the same technology or completely new technology solutions where practical.
- Perform unit testing to verify that adaptive maintenance actions adhere to requirements and design specifications.

Enhancements, adaptations, or modifications to applications within the scope of this SOW may, with minimal forewarning, be imposed upon USCIS OIT by the White House, Congressional actions, the Office of the Inspector General, USCIS senior officials, or by other USCIS emergency or operational imperatives. The Contractor must have the ability to responsively comply with these special requests, inquiries, studies, and/or tasks required to maintain relevant system functionality.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.7 Relevance Maintenance

The Contractor shall perform relevance maintenance to accommodate new or changed user requirements or to increase the application performance or enhance its user interface. Relevance maintenance shall include but not be limited to the following:

- Perform hardware or software upgrades or conversions to improve performance.
- Redesign activities that modify functionality and/or produce technical improvements to enhance software and security.
- Perform modifications to the systems due to changes in reporting requirements, data edits, etc.
- Modify baseline application code to enhance the user experience, change functionality or business processes, or improve performance.
- Perform unit testing to verify that relevance maintenance actions adhere to requirements and design specifications.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.8 Testing

The Contractor shall verify that the outputs from corrective, adaptive, and relevance maintenance tasks meet approved requirements, while not affecting functionality outside of the approved changes. As a part of this task, the Contractor shall perform Section 508 and Functional Qualification Tests (FQT) utilizing Government-furnished tools to demonstrate that a system, application, subsystem, or component performs in accordance with the objectives outlined in the original design and satisfies requirements prior to delivery to the Government. The test task requires the Contractor to create test plans, procedures, and documentation to verify the proper functioning of Contractor created or modified code. Regression testing may occur to ensure maintenance activities did not disrupt existing functionality.

After code delivery, the Contractor shall interface with Government, other support contractors, and third-party vendors throughout system integration, system acceptance testing, Section 508, and user acceptance testing. The Contractor shall provide support to Independent T&E teams to properly build applications in the various test environments. Application support may be required at user acceptance sites. The Contractor shall support the business need for User Acceptance tests by supporting the creation of test scripts and scenarios for these tests. The Contractor shall create and deliver new builds as needed to correct deficiencies found by the Independent T&E team. The Contractor shall track defects found throughout the application lifecycle, and record defects in Government-supplied defect tracking tool, currently "Tracker".

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Plan (DTP) for each release.
- Development Test Analysis Report (DTAR) for each release.
- Section 508 Test Document as directed.
- Test Readiness Review (TRR) Briefing for each USCIS SELC TRR.

4.3.9 Deployment

The Contractor shall support the deployment of application changes by coordinating and collaborating with OIT stakeholders responsible for migrating contractor modified code from the

Contractor maintenance environment, or data center development and test environments, to the production and staging environments. The Contractor shall provide verbal directions that supplement written installation instructions provided in the Version Description Document (VDD) in order to support the build of applications, subsystems, and components within the scope of this SOW.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Deployment Plan for releases, as required.
- Version Description Document (VDD) for each release.
- Release Readiness Review (RRR) Briefing for each USCIS SELC RRR.
- Updated software configuration baselines using Government-furnished version manager.

4.3.10 Post-Deployment

The Contractor shall support activities associated with a release after deployment when there are problems or issues with the content of the release. Post-deployment activities typically involve defect or problem diagnosis, problem resolution, and corrective actions that may result in emergency releases. Emergency releases resulting from a defect typically do not require USCIS SELC documentation, and do not require further USCIS SELC accountability. Emergency releases of this type are considered post-deployment actions and fall within this subtask. Defect correction activities (also categorized as corrective maintenance) that are rolled into succeeding releases that are not classified as emergency releases, but are rather part of a minor or major release, should not be considered a post-deployment action.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Analysis Report (DTAR) for each emergency release.
- Version Description Document (VDD) for each emergency release.
- Root Cause Analysis, as requested.

4.3.11 Decommissioning

The Contractor shall perform needed functions to decommission applications that are within the scope of this SOW upon Government direction when they reach the end of their useful life. The Contractor shall support efforts to analyze the impact of the decommissioning on current users as well as the impact on other systems, applications, subsystems, and components with which the decommissioned application interfaces. The Contractor shall plan for and execute the migration and/or storage of data as needed; coordinate with the appropriate stakeholders to ensure GFP is returned to the Government, and that privacy and Government data is wiped from disposed and excess equipment. Decommissioning activities are projects unto themselves, and as such are subject to the same type of project management activities as required for releases.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Disposition Plan.

4.4 Task Four: Security Remediation

The objective of the Security Remediation task is to ensure all of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A. The Department of Homeland Security 4300A requires that an Authority to Operate (ATO) is granted every three years, with an annual refresh. For planning purposes, consider performing 12 ATO's per year, however the actual number may vary depending on ATO expiration. The C&A process and its related documentation is required to achieve the ATO. For further information see NIST 800-37, and Office of Management and Budget (OMB) Memorandum 10-15.

4.4.1 Information Systems Security Official Support

To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for all applications within scope of this SOW. Contractor-provided ISSO support shall interface with the USCIS OIT representative to ensure that the requirements identified in DHS 4300A, description of ISSO responsibilities are fulfilled. The Contractor ISSOs shall:

- Prepare required documentation to support the USCIS C&A process as required by the Government.
- Provide localized security training as directed by the Chief Information Security Officer (CISO) or Information System Security Manager (ISSM).
- Provide monthly status reports of all Plan of Action and Milestones (POA&M) related to each application.
- Provide monthly status report of annual assessments performed.
- Report all Information Security and Privacy Data incidents, as required.
- Perform duties as described in the ISSO designation letter.

The Contractor shall provide support to the OIT Information Systems Security Manager (ISSM) in meeting the information security requirements for USCIS data processing installations. The Contractor shall assist the ISSM with the management and administration of USCIS IT application systems operations and ensuring compliance with Federal security regulations, policies, guidelines, and applicable National Institute of Standards and Technology (NIST) standards.

The ISSO is responsible for creating, updating, and maintaining the documents associated with the C&A and for the continuous monitoring of applications within the scope of this SOW [classified as Sensitive But Unclassified (SBU)]. Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan (SSP)
- Security Test and Evaluation (ST&E) Plan
- Security Assessment Report (SAR)
- Signed Accreditation Letter [Authority to Operate (ATO)]
- Contingency Plan (CP)

- Contingency Plan Test (CPT) Results
- FIPS 199
- E-Authentication
- Privacy Threat Assessment (PTA)

4.4.2 Security for Information Technology Resources

All services, hardware, and software provided under this SOW must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program; 4300A Sensitive Systems Policy and Handbook; and Homeland Security Acquisition Regulation (HSAR) Section 3052.204-70, Security Requirements for Unclassified Information Technology Resources.

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

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

- Submit for approval a SSP within 30 calendar days after contract award, which shall be consistent with and further detail the approach contained in the Contractor's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.
- Ensure the SSP complies with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.
- Ensure the SSP includes instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

Within 90 calendar days of receiving from the Government, circuits and equipment used for establishing extranet connections, the Contractor shall submit written proof of IT Security Accreditation to DHS for approval by the Certifying Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

It is estimated that it will take 6 weeks to create the initial Certification & Accreditation (C&A) artifacts and review the artifacts. The Contractor shall create the C&A artifacts and USCIS OIT will review the artifacts. Certification takes approximately 30 days: 10 days to produce a test plan, 10 days for testing, 10 days for analysis and reporting. During the final 4 weeks, security testing will occur. The Contractor shall update the System Security Plan with the results from the security testing in step two, open plans of actions and milestones, and forward any risk acceptance documentation (if required). OIT will prepare the ATO documentation.

The Contractor shall provide support for USCIS test and evaluation of operating systems' security integrity and penetration testing of communications networks and workstation utilities as required.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan, within 30 calendar days after contract award
- Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government, circuits and equipment used for establishing extranet connections

4.4.3 Security Management

The Contractor shall appoint a Security Manager to act as a Corporate Security Officer. The individual shall interface with the Office of Security and Integrity (OSI) through the COTR on all security matters, to include physical, personnel, and protection of all sensitive documents/material handled by the Contractor. The COTR and OSI will have the right to inspect procedures, methods and facilities utilized by the Contractor to comply with the security requirements under this contract.

4.5 Task 5: Transition

Transition is a set of activities that occur when an existing application is added to the SPAS SOW or when the period of performance for any or all of the applications within the scope of this SOW transitions to, or from, the SPAS Contractor. This includes transition-in upon contract award. A Transition Plan shall be completed and agreed to (approved by the SPAS Program Manager) prior to the transition of an application(s) onto the SPAS contract or transition from a contractor to another contractor or government entity.

The Transition Plan shall be created for each application transitioned to the contract. The exception to this is if a Transition Plan is required to migrate all applications within the scope of this SOW from the IT Sustainment and Security Remediation Contract (ITSSR) contractor to the SPAS contractor. In this case, a single Transition Plan may be created.

At the end of the period of performance, the Contractor shall transition all of the GFP (equipment, documents, hardware, software, etc) within the scope of this contract back to the Government, and perform activities to support an orderly transition of the applications within the scope of this SOW to another contractor or to the Government.

During the period of performance applications may transition to SPAS. This includes any application that was not previously on the ITSSR contract (such as CRIS, FIPS, Kovair, SODA, and SPS), or applications that cut-over after the start of Base Period of performance.

It is expected that each new application may require up to 120 days of transition; therefore, maintenance tasks shall not be initiated until after transition is completed; however, operations and maintenance activities for some applications including Remedy and SAS may begin immediately and transition will run simultaneously. Transition costs shall be charged to those SLINS being transitioned.

At this time it is known that new applications will be on-boarding to the SPAS task order and those applications and timeline for transition are as follows:

- Customer Management Information System (CMIS) to transition 9/1/2011
- Customer Relationship Information System (CRIS) to transition 9/1/2011
- FOIA/PA Information Processing System (FIPS) to transition at award
- Kovair to transition at award
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel) to transition 9/1/2011
- Remedy to transition at award
- Scan On Demand Application (SODA) to transition at award
- Site Profile System (SPS) to transition at award

For every transition, the Contractor shall establish a transition management team, create a transition charter, and write a Transition Plan. The Transition Plan shall:

- Document the strategic approach
- Identify equipment, hardware, software, documents and other artifacts that are included in the transition
- Establish milestones and schedules
- Establish activities
- Identify transition risks and risk mitigation
- Define roles and responsibilities
- Define transition approval authorities and lines of communication
- Define skills and skill levels needed to perform sustainment activities
- Define a knowledge transfer approach
- Define a property inventory and transition approach
- Create bi-party or tri-party agreements
- Develop checklists

If the SPAS Program Manager supplies a Transition Plan template within the above referenced elements, the Contractor shall use the template to create the Transition Plan. The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in operational services for the target applications. To ensure the necessary continuity of services and to maintain the current level of support, USCIS may retain services of the incumbent Contractor for some, or all of, the transition period, as may be required.

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

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Transition Plan, to be completed and approved by the SPAS Program Manager.

- A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.
- Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.

5. Adherence to DHS Information Technology Standards

The Contractor shall furnish solutions and services necessary to meet contract requirements as well as the DHS policies, standards, and procedures related to the categories described in the following sections.

5.1 Systems Engineering Lifecycle Compliance

The Contractor shall create and maintain IT solutions under the governance of the USCIS SELC. The USCIS SELC is a governance structure that promotes the application of standard repeatable processes for the development and maintenance of IT systems. This improves standards compliance, technical capabilities, and quality of IT projects, whether they are undergoing initial development or follow-on releases to implement corrective, adaptive, or relevance maintenance. Projects that undergo initial and follow-on releases are "tailored" based upon the needs and size of the project. Tailoring is achieved by reviewing the scope, risk, and context of a project to select the appropriate USCIS SELC activities, documents, and reviews to be completed by the project team. This approach enables small projects with limited scope and risk to achieve alignment with the USCIS SELC process without having to complete a full range of lifecycle activities and documentation typically required for large-scale complex information system projects. The product of tailoring is a customized work pattern that identifies the USCIS SELC

activities, documents, and reviews necessary for a project to successfully complete the USCIS SELC process.

The applications supported within this SOW may undergo major, moderate, and/or minor releases. The activities and documentation that the contractor will create in order to satisfy USCIS SELC requirements for a release cannot be known until after a tailoring review. The contractor shall work with the application program managers to ensure the cost of individual releases falls within the application budget during the planning phase of every application release.

5.2 Homeland Security Enterprise Architecture Compliance

The contractor shall be cognizant of Homeland Security Enterprise Architecture (HLS EA) policies, procedures, and standards [HLS EA Technology Reference Model (TRM) and Products Profile]. Contractor provided solutions and services shall be compliant with HLS EA where possible, and provide justification and technical insertion packages to application project managers when a deviation from HLS EA is warranted. 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.

All IT products and services provided by the Contractor shall be subject to EA governance oversight performed by USCIS OIT. In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

5.3 USCIS Enterprise Service Bus for Database Connections

The USCIS Enterprise Service Bus (ESB) will be used through a standard interface for all data transfers between connected systems, and use of source data will be attained instead of point-to-point extracting, transforming, and loading whole data structure copies from systems of record. The defining of (or permission granting of) access to any USCIS IT resource or data is a function reserved for OIT. This includes agreements or Memorandums of Understanding specifying, defining, or accepting data from external sources or providing data from any source to any USCIS business unit, or to provide USCIS data to any external entity.

5.4 Information Technology Accessibility for Persons with Disabilities

The contractor shall comply with the appropriate standards outlined below when developing, maintaining, or selecting for Government use Electronic & Information Technology (EIT).

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

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

36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then "1194.21 Software" standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 – Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and non end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 – Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a service desk shall have the ability to transmit and receive messages using TTY.

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

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

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

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

36 CFR 1194.3(f) – Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".

6. Performance Reporting

According to OMB Circular No. A-11, Capital Programming Guide V 2.0, Supplement to Office of Management and Budget Circular A-11, Part 7: Planning, Budgeting, and Acquisition of Capital Assets, operational analysis is a method of examining the ongoing performance of an operating asset (assets that have completed the Acquisition Phase). An operational analysis is, by nature, less structured than performance reporting methods applied to development projects.

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor applicable task orders under EAGLE. "Applicable" applies to tasks in development and to those that by their nature are complex or strategic or impose sufficient risk to the effort; therefore, require the insight afforded by EVM.

Since SPAS applies to applications requiring sustainment, and by their very nature have passed through the development phase of the systems engineering lifecycle, then only that portion of sustainment in which development-type work (coding) occurs (i.e., maintenance, as described in Task Three: Maintenance Tasks) is applicable to EVM. Changes to existing applications must go through CCRM as well as USCIS SELC, both of which have their own internal processes.

Changes are packaged and enter the CCRM and USCIS SELC as releases. Since releases have measurable outcomes, that are planned, scheduled, and budgeted, the contractor shall ensure EVM reports account for application releases. These reports are known as Contract Performance Reports (CPR). Each of the CPR reports are defined in Earned Value Management Reporting Section below.

Performance reporting for those tasks not related to maintenance releases shall be accomplished through Budget Spend Plan tracking, which is described the Budget Spend Plan Section below. Both EVM and Budget Spend Plan tracking shall be accounted for on an application by application basis. In other words, the performance reporting shall be by application and each application shall have its own set of EVM reports. Performance reporting for each application shall contain both Budget Spend Plan tracking and EVM reports (as appropriate for those applications that undergo releases). The annual budgeted amount for each application shall be determined in conjunction with the Government PM prior to the start of the base contract period and prior to the start of each option period. This budgeted amount shall distribute the estimated costs for each CLIN among applications within the CLIN. Actual spending may be redistributed within the CLIN with the Government PM approval.

6.1 Budget Spend Plan

Task One: Program Management, Task Two: Operational Tasks, Task 3: Planning and Requirements subsections, Task 4: Security Remediation, and Task Five: Transition do not require EVM reporting. However, the aforementioned tasks and sub-tasks do require Budget Spend Plan tracking, by application. Additionally, planning and requirements spending should be further tracked by release. The Contractor shall report the monthly and cumulative budget spend plan and track against actual costs for each application. Reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.

6.2 Operational Analysis

The Contractor shall support operational analysis by performing an annual review of all the applications within the scope of this SOW for the purpose of improving the technical effectiveness and productivity of the operating assets. The review shall address issues such as, but not limited to, greater utilization of technology or consolidation of investments to better meet organizational goals; needed redesign; modification of an asset if previously undetected faults in the design, coding, or installation are discovered during the course of operations; identification of operational or maintenance costs that are higher than anticipated; and identification of other operational and maintenance improvements that may be made to improve performance, customer satisfaction, business results, financial performance, and innovation. Application reviews may be staggered throughout the calendar year and combined. The Contractor shall coordinate with program managers to schedule the operational analysis review and the format of support documentation.

6.3 Earned Value Management

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor those tasks described in this SOW under Task Three: Maintenance Tasks. EVM applies to Task 3 excluding the planning and

requirements phases as EVM metrics shall only be applied following baseline establishment, which is immediately following a formal requirements gate review or an informal requirements gate review, which may be conducted by a Government ITPM when the requirement gate review is combined with reviews that span one or more of the following phases: design, development, test, deployment. The Contractor shall use an Earned Value Management System (EVMS) that meets the criteria as defined in the current American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A, *Earned Value Management Systems*, originally approved May 19, 1998, first amended in 2002 ("the ANSI/EIA Standard"), and most recently on 9 July 2007 and published as Government Electronic and Information Technology Association's EIA-748-B. The Contractor shall also provide proof of the EVMS's compliance with the EIA-748 Standard, as described below.

The EIA-748-compliant EVMS shall measure the cost, schedule, and performance of those assets against the established baseline for each USCIS SELC/CCRM release. A release constitutes an increment of work with a defined beginning, endpoint, milestones, and measurable outcome. Releases are scheduled as application maintenance needs are identified throughout the period of performance on this SOW. Each application SOW in Appendix A provides an estimate of the number and scale of releases that may apply to a given application, however the actual number is not known in advance of need identification.

6.3.1 Verification of the Earned Value Management System

The Contractor shall have a Government-verified EVMS. If the Contractor does not have a verifiable EVMS by task-order award, the Contractor shall develop an acceptable implementation plan providing the strategy for reaching verification of an EVMS and the milestones to accomplish it. The Task Order Contracting Officer (CO) must accept this plan prior to task-order award. The Government reserves the right to obtain independent verification of a Contractor's EVMS, regardless of the type of verification previously completed.

6.3.2 Earned Value Management Reporting

The Government requires EVM information in four Earned Value Reports: the Contract Performance Report (CPR) Formats 1, 3, and 5, as described below, and the Contract Funds Status Report (CFSR). The Contractor shall use the information in these reports to analyze the effectiveness of the EVMS and both the contract performance and the program progress, and take appropriate action based on those findings.

The Contractor shall submit EVM data as required by the CPR Formats described below. The report formats are also referenced in the Government Furnished Information Section. Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5. If the contractor is able to provide the data in ANSI Accredited Standards Committee (ASC) X.12 format, then the Contractor may submit the EVM raw data to the Contracting Officer and Program Manager in that format. However, the Government reserves the right to require contractors to transmit all required data in the appropriate formats by email using Microsoft-compatible software. The following reports shall be submitted no later than 12 working days following the Contractor's accounting period cut-off date. Reports shall reflect data for the calendar month.

- **CPR Format 1** – WBS-oriented EVM report (see Figure 1: WBS Format). Cost and schedule are organized by WBS element at a level pre-determined by the Government. This report is delivered monthly. The performance data must be applied to each application separately. The report data shall be in alignment with and consistent with the weekly, bi-weekly, or monthly EVM data in MS Project, as described in the Project Management Section. Each application's EVM data shall minimally account for major milestones, which for USCIS are the USCIS SELC gate/milestone reviews. The Government and the Contractor shall periodically review and adjust as necessary the WBS reporting levels to ensure they continue to provide appropriate visibility without requiring excessive information. If there is a problem at a lower level, detailed reporting for that WBS element may be required until the problem is resolved.
- **CPR Format 3** – Baseline Report. This format, delivered monthly, tracks changes to baselines throughout the program's duration. The Contractor shall report the baseline for the SOW as a whole, the baseline for each application, and the baseline for each application release. A rebaseline of schedules, budget, or cost that crosses option periods is prohibited without the consent of the Program Manager. The Contractor is authorized to plan schedules and budgets into non-funded option years, but is authorized to charge against plans only when duly authorized. A rebaseline at the application release level may be authorized by the IT PM.
- **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that exceed 5%. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance. Any schedule variance on the critical path shall be identified and its impact on subsequent milestones and the project cost and schedule quantified. Problem Analysis Report/Variance Narratives shall be provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports.
- **CFSR** – Contract Funds Status Report. The CFSR funding information line items shall apply to applications within the scope of this SOW and be delivered monthly. The CFSR supplies funding data to Program Managers for:
    - Updating and forecasting contract funds requirements
    - Planning and decision-making on funding changes in task orders
    - Developing funds requirements and budget estimates in support of approved investments
    - Determining funds in excess of contract needs and available for de-obligation
    - Obtaining rough estimates of termination costs; and determining if sufficient funds are available by fiscal year to execute the task order

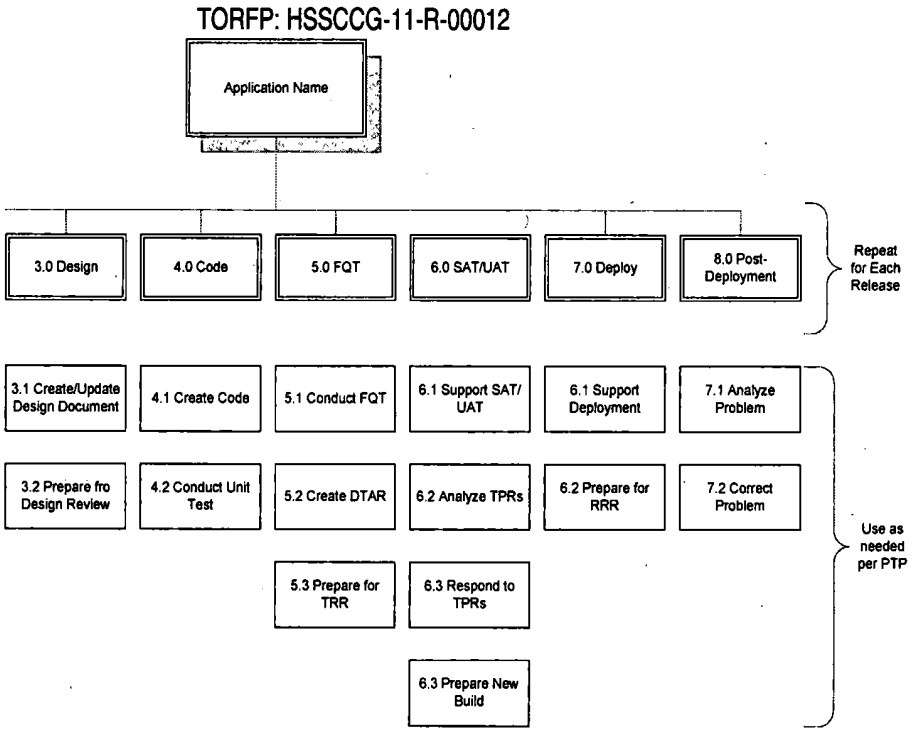

Figure 1: WBS Format

The Contractor shall use the WBS pictured in Figure 1: WBS Format, for EVM reporting conforming to CPR Format 1. Planning and requirements phases are considered level of effort and should be included in the budget spend plan tracking. There shall be a separate WBS for each application and each release within the scope of this SOW. Each WBS shall contain 1.0 Plan to 8.0 Post-Deployment. If no resources are planned or expended in one or more of the second level activities, then the Contractor shall factor zero budget, and no schedule for those activities, as appropriate. The Contractor shall identify the level three sub-activities that are required to satisfy the higher-level activities as per the release Project Tailoring Plan (PTP), a USCIS SELC artifact that drives all of the reviews and artifacts required for a given release. The level three sub-activities shown in Figure 1: WBS Format are examples only. Modifications to the level three sub-activities are permissible, with the approval of the Government PM or project IT PMs.

6.3.3 Integrated Baseline Reviews

The Contractor shall plan for and participate in integrated baseline reviews (IBRs). Such reviews shall be scheduled as early as practicable. Typically the IBR will be conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable. IBRs are expected to be held at key points during the task order, such as when new applications are added to the Contract or a major maintenance action is completed. The objective of the integrated baseline review is for the Government and the Contractor jointly to assess the Contractor's planning and performance to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

7. Security

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

7.1 Contractor Employee Access

In accordance with HSAR Section 3052.204-71, Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. System administrator, developers, and database administrators (i.e. those with privilege access) have been identified as high-risk positions and require, at minimum, a successfully adjudicated Background Investigation (BI), according to DHS MD11055, Suitability Screening Requirements for Contractor Employees. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

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

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

The Contractor shall include the substance of HSAR Section 3052.204-71 in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

The following definitions are provided as per HSAR Section 3052.204-71:

- Sensitive Information: Any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals

are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

- Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);
- Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
- Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and
- Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

- Information Technology Resources: Include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

7.2 Unclassified Facilities and IT Resources

The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security. The Contractor is required to install and maintain technical security equipment, such as alarms, cameras (if applicable), and controlled-access equipment. The Contractor must also procure all necessary equipment and materials, and is required to maintain and repair all physical security equipment to ensure it is operating properly. The Contractor is expected to follow NIST and USCIS Security policy. The contractor will provide the degree of physical security protection commensurate with the sensitivity of the USCIS system access and information used for contract performance

7.3 Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Should the COTR or USCIS Office of Security and Integrity (OSI) determine the Contractor is not in compliance with the security requirements of the contract, the Contracting Officer will notify the Contractor, in writing, of the appropriate action that will be taken to rectify any non-compliance to the contract security requirements.

7.4 Interconnection Security Agreements

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

8.0 Deliverables, Performance and Delivery Schedule

The Contractor shall submit the deliverables that are indicated in the Deliverables Schedule to the CO and COTR. Deliverables including Personally Identified Information (PII) shall be provided in Email only if encrypted, and/or by other Government-specified delivery methods that are capable of safeguarding PII data. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking.

For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. local time to 111 Massachusetts Ave., Washington D.C. 205209. Monday through Friday, unless stated otherwise.

All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

Each deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.

In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the CO, COTR and the Government Program Manager. For any task order level deliverable, the Contractor shall provide written notification immediately to the CO and COTR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this date shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.

The USCIS COTR and/or USCIS Project Manager will be monitoring/reviewing the contractor's security requirements, and making or requiring changes, if necessary.

The Contractor does not have proprietary rights to any of the information contained in any of the deliverables provided to the Government, including schedules, EVM reports, budget spend plans, operational analysis, and monthly status reports.

All data entered into Government furnished property becomes the sole property of the Government at the moment the data is input.

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in the Budget Spend Plan Section Section, and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide in accordance with SOW Attachment A:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Attachment A) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government feed back regarding the sample reporting requirement provided in Attachment A.

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	Deliverable	Due Dates
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Property (GFP) Tracking	A method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on data fields	A Government-accepted method shall be in place within 5 months of contract award.
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award
4.1.3 Establish and Maintain Maintenance Environment	Kovair releases	As per application project plan; approximate number should not exceed 2 major and two minor per year
	Updated USCIS SELC documentation for each release	Updated at each release
Task Two: Operational Tasks		
4.2.1 Ad-Hoc Reporting	Ad Hoc reports	Scheduled and unscheduled
4.2.2 System Administration	New or rebaselined SWADs for each application	Within 90 days of achieving entry on duty

Section	Deliverable	Due Dates
	Systems Administration & Operations Manual (SOAM) for each application	Updated at each release or newly created as per application project plan if not previously existing
4.2.3 Application User Support	User Manuals	Updated at each release or newly created as per application project plan if not previously existing (delivered in MS Word version consistent with USCIS version at time of delivery).
	Training Artifacts	Updated at each release or newly created as per application project plan if not previously existing
	Job-Aids	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand help	Updated at each release or newly created as per application project plan if not previously existing
	Application-delivered on-demand training	Updated at each release or newly created as per application project plan if not previously existing
	Computer-based training	Created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.
4.2.4 Database Administration	Systems Administration & Operations Manual (SOAM) maintenance information	Updated at each release or newly created as per application project plan if not previously existing
4.2.5 Application Research and Analysis	Research and analysis reports and briefings	Quarterly
	Section 508 Determinations & Findings Form indicating results of Section 508 market research	Quarterly
Task Three: Maintenance Tasks		

Section	Deliverable	Due Dates
4.3.1 Project Management	Project Management Plans (PMP)	Updated at each release or newly created if not previously existing
	Government-approved Work Breakdown Structure (WBS)	Updated at each release
	Project schedule maintained in a Government-furnished project management application	Each release
	Section 508 Determinations & Findings Form	Each release
	Planning Review Briefing	Each USCIS SELC Planning Review
	Risks, risk status, and risk mitigation strategies	Each release
4.3.2 Requirements Collection, Definition, and Management	System Requirements Document (SRD)	Updated at each release or newly created if not previously existing
	Requirements Traceability Matrix (RTM)	Updated at each release or newly created if not previously existing
	Requirements Review Briefing	Each USCIS SELC Requirements Review
4.3.3 Design	Design Document (DD)	Updated at each release or newly created if not previously existing
	Design Review Briefing	Each USCIS SELC Preliminary and Final Architecture Design Review
4.3.5 Corrective Maintenance	Updated software configuration baselines	As per application project plan
4.3.6 Adaptive Maintenance	Updated software configuration baselines	As per application project plan
4.3.7 Relevance Maintenance	Updated software configuration baselines	As per application project plan
4.3.8 Testing	Test Plan (TP)	Each release
	Test Analysis Report (TAR)	Each release
	Section 508 Test Document	Each release, as required
	Test Readiness Review (TRR) Briefing	Each USCIS SELC TRR

Section	Deliverable	Due Dates
4.3.9 Deployment	Deployment Plan	Updated at each release or newly created if not previously existing
	Version Description Document (VDD)	Each release
	Release Readiness Review (RRR) Briefing	Each USCIS SELC RRR
4.3.10 Post-Deployment	Development Test Analysis Report (DTAR)	Each emergency release
	Version Description Document (VDD)	Each emergency release
	Root Cause Analysis	As requested
	Updated software configuration baselines	Each emergency release
4.3.11 Decommissioning	Disposition Plan	As required
Task Four: Security Remediation		
4.4.1 Information Systems Security Official Support	System Security Plan (SSP)	Updated as required or newly created if not previously existing
	Security Test and Evaluation (ST&E) Plan	Updated as required or newly created if not previously existing
	Security Assessment Report (SAR)	Updated as required or newly created if not previously existing
	Signed Accreditation Letter (ATO)	Updated as required or newly created if not previously existing
	Contingency Plan (CP)	Updated as required or newly created if not previously existing
	FIPS 199	Updated as required or newly created if not previously existing
	E-Authentication	Updated as required or newly created if not previously existing
	Privacy Threat Assessment (PTA)	Updated as required or newly created if not previously existing
4.4.2 Security for Information	System Security Plan	Within 30 calendar days after contract award

Section	Deliverable	Due Dates
Technology Resources	Proof of IT Security Accreditation	Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government circuits and equipment used for establishing extranet connections
Task Five: Transition		
4.5 Task 5: Transition	Transition Plan	A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities. Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.
General Reporting		
6.1 Budget Spend Plan	Budget Spend Plan Tracking	Report the monthly and cumulative budget spend plan and track against actual costs; reports shall be in both text and graphic ("S" Curve) formats and

Section	Deliverable	Due Dates
		delivered monthly.
6.2 Operational Analysis	Application Annual Review	Each application annually; dates to be coordinated with IT PMs.
6.3.2 Earned Value Management Reporting	Cost Performance Report (CPR) Format 1: WBS-oriented EVM report	Monthly, no later than the 15th of each month.
	Cost Performance Report (CPR) Format 3: Baseline Report	Monthly, no later than the 15th of each month.
	Cost Performance Report (CPR) Format 5: Problem Analysis Report/Variance Narrative	Provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports when a variance exceeds 5%.
	Contract Funds Status Report (CFSR)	Monthly, no later than the 15th of each month.
6.3.3 Integrated Baseline Reviews	Integrated Baseline Review	Conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable.
8.1 Status Reporting	Monthly Status Report	Monthly, no later than the 15th of each month. (see attachment A).
Certifications		
9. Certifications	Demonstrate operating capability at SEI CMMI Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals.	Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor must show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

Table 1: SOW Deliverables

There are multiple deliverables required, some of which are not priced; consequently, there is a deliverables CLIN which is not separately priced to allow for the acceptance of deliverables.

8.3 Government Acceptance of Deliverable

The Government will have ten (10) business days to accept or reject Contractor deliverables. The Contractor will be notified in writing by the COTR of all rejected deliverables and include the rational behind the rejection and a short description as to what needs to be completed by the Contractor in order for the deliverable to be deemed acceptable. The Contractor will have three (3) business days to resubmit the deliverable to the Government for final acceptance.

9. Certifications

The Contractor shall be required to demonstrate operating capability at the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals. All SCAMPI A appraisals used as credentials must be conducted by an SEI authorized lead appraiser who is external to the Contractor being appraised.

Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor shall show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.

The Government reserves the right to at any time post award (no more than once in a six month period) to conduct an IV&V CMMI software process audit using an independent assessor consistent with the ref (a) at the provider's development facility used for USCIS work.

10. Government Furnished Property and Information

A list of Government Furnished Property (GFP) is provided at award, in addition, more GFP will be provided for new applications that on-board the SPAS Task Order. Additional GFP is expected to be provided to support new applications. Required GFP will be identified during the new application transition period and will be provided mutually agreeable dates. GFP will be added to the task order through a contract modification.

USCIS will supply the Contractor with GFP desktops and servers to mitigate the potential spillage of Personally Identifiable Information (PII) data when using Contractor-supplied equipment. No Contractor-provided computing equipment shall be used in the performance of this Task Order. Work performed in accordance with this SOW shall be conducted on GFP and networks. The contractor work-site must be an accredited USCIS extra-net site and receive an ATO from USCIS CIO.

The Government information identified below shall be used in the performance of the work described in this SOW.

Document Name	Publication Number/Applicable Web Site	Ver.	Date
CCRM Manual	http://ccrm.uscis.dhs.gov/	1.0	Jul 2010

DHS ICCB Change Management Handbook	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86492/DHS+ICCB+Change+Management+Handbook+v3+0.pdf	3.0	Jan 2010
USCIS Systems Engineering Lifecycle (SELC)	http://docs.uscis.dhs.gov/dsweb/Get/Document-74928/	3.0 (Draft)	Dec 2009
ITLM	http://docs.uscis.dhs.gov/dsweb/Get/Document-58265	2.0	Feb 2008
Contract Performance Report (CPR) Format 1, 3, and 5	http://www.everyspec.com/DoD/DoD+FORMS/CostPerformanceReport_DID-MGMT-81466-FORMS_(DD-FORM-2734)_6134/	N/A	Apr 2005
Contract Funds Status Report (CFSR)	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1586.pdf	N/A	Aug 96
USCIS Section 508 Policy (ME3-2)	http://docs.uscis.dhs.gov/dsweb/Get/Document-83754/	1.0	Mar 2008
DHS Management Directive 4010.2	http://dhsconnect.dhs.gov/policies/Instructions/4010.2%20Section%20508%20Program%20Management%20Office%20and%20Electronic%20and%20Information%20Technology%20Accessibility.pdf	N/A	
DHS Memorandum to Component Heads	http://docs.uscis.dhs.gov/dsweb/Get/Document-62146	N/A	Oct 2008
DHS Memorandum to DHS Employees	http://docs.uscis.dhs.gov/dsweb/Get/Document-62145	N/A	Oct 2008
OMB Memorandum	http://docs.uscis.dhs.gov/dsweb/Get/Document-59336	N/A	Nov 2007
USCIS Rules of Behavior	http://isd.uscis.dhs.gov/goverance/default.html	N/A	Mar 2010
Technical Guide to Information Security Testing (Draft)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86486/Technical+Guide.pdf	0.3 (Draft)	Nov 2007
Capital Planning and Investment Control (CPIC) Guide	http://mydocs.uscis.dhs.gov/dsweb/View/Collection-15133	0.3 (Draft)	Jan 2008

Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86488/Information+Security.pdf	2.0	Dec 2007
Information Security (Annex 1)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86489/Information+Security_Ennex1.pdf	2.0 Revision 2 Excerpt	Dec 2007
Information Security (Annex 3)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86490/Information+Security_Ennex3.pdf	2.0 Revision 2 Excerpt	Dec 2007
Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86491/Guide+to+Test....pdf	N/A	Sep 2006
DHS Sensitive Systems Policy 4300A	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sspolicy.aspx#4300A.	7.2	Apr 2010
DHS Security Architecture	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/archdocs.aspx	2.0	Nov 2009
OMB Memorandum 10-15	http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-15.pdf	N/A	Apr 2010
SQL Sever Hardening Guide for DHS	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sscg.aspx	2.1	May 2007
Standard CMMISM Appraisal Method for Process Improvement (SCAMPISM), Version 1.1: Method Definition Document	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86493/SCAMPI+Method+Definition+Document.pdf	1.1	Dec 2001
National Defense Industrial Association (NDIA) Program Management Systems Committee (PMSC) Earn Value Management Systems Intent Guide	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86494/NDIA_PMSC_EVMS_IntentGuide_Nov_2006_Released_Version[1].pdf	N/A	Nov 2006

OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008

Table 2: Reference Information

11. Contract Personnel

The Contractor shall provide a staffing matrix that identifies the certification type, certification date, and percentage of dedicated staff, by task area, that possess certifications relevant to meeting contract requirements. Acceptable certifications include, but are not limited to:

- MSCE (Microsoft Certified System Engineer) or MCITP (Microsoft Certified Information Technology Professional) on the Windows 2003 Operating System
- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)
- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the

Contractor shall notify the Contracting Officer via the Contracting Officer's Technical Representative (COTR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

Program Manager	Overall authority for the Task Order. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Technical Director	Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) and ITIL Foundation level certification.
Security Manager	Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM Manager	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the COTR. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

This section provides guidance to vendors responding to the SPAS Request for Proposal.

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC

documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate (X.x)	Minor (X.x.x or system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	
Risk Management Matrix	New	New	
Training Plan	New		
Requirements Traceability Matrix	New	New	
Requirements Document	Updated	Updated	
Design Document	Updated	Updated	
Development Test Plan	New	New	New
Development Test Analysis Report	New	New	New
Training Materials	New		
Administrator's Manual	Updated	Updated	
User Manual	Updated		
Section 508 D&F Form	New	New	
Section 508 Test Report	New	New	
Version Description Document	New	New	New
Applicable Gate Reviews			
Planning	✓		
Requirements	✓		
Preliminary Design	✓	✓	
Critical Design			
Test Readiness	✓	✓	

Release Readiness	✓	✓	✓

Table 4: Documentation Estimates

In order to estimate Program Research and Analysis, account for 10 reports with briefings per year. In order to estimate Application Research and Analysis, account for annual Operational Analysis that occurs for each application under the scope of this SOW, and account for 2 reports per year for 10 applications.

While preparing cost estimates, the Contractor is encouraged to make use of the metrics supplied in Appendix 2: Application Support Summary. These metrics can be applied to related tasks in order to gage scope. The complexity of a given application is also supplied in the Appendix. The complexity factor is a subjective measure based on relative complexity of applications when compared among the set of applications covered within the scope of this SOW. For instance, we consider CLAIMS 4 to be highly complex due to the number of components, interfaces, condition of existing code base, architecture, and maintainability, vis-à-vis the other SPAS applications. The Contractor may want to account for the complexity of an application when determining the level of effort required to accomplish the tasks in the SOW, as they apply to a given application.

The EAGLE ordering guide requires competition of Task Orders under Functional Categories based on the predominance of work. The SPAS requirement is an O&M effort; consequently, it will be competed under FC-2 Tier 1. However, given the volume of maintenance work and the requirement for labor that specializes in software development skills, the Contractor is authorized to propose additional labor categories, as described below:

LC#	FC-4 EAGLE LABOR CATEGORIES REQUIRED IN SPAS
3	Application Developer / Programmer
5	Application Systems Analyst
7	Application Engineer (Intermediate)
8	Application Engineer (Senior)
11	Business Process Reengineering Specialist (Junior)
31	Functional Analyst (Senior)
40	Information Technology Senior Consultant
60	Systems Engineer (Senior)
63	Test Engineer (Intermediate)
64	Test Engineer (Senior)
66	Training Specialist (Senior)

Table 5: Additional Labor Categories

Appendix 1: Application Descriptions and Requirements

Application Support Centers

Biometric Benefits Support System (BBSS)	
BBSS Project	Biometric Benefits Support System (BBSS) supports electronic processing of all applicable applications by checking applicants' masthead data and fingerprints against Federal Bureau of Investigation (FBI) files. This involves connecting live-scan devices located at Application Support Centers (ASC) across the country to electronically transmit applications to the FBI for processing. Support is required for connecting Case Management System (CMS) live-scan devices located at ASCs across the country to the BBSS mail server(s) that will electronically transmit photo, signature, fingerprint, and receipt number to the applicable CLAIMS system for processing. The Integrated Automated Fingerprint Identification System (IAFIS) server portion will process FD-258 information received from BBSS on an Oracle platform. One of the areas of Contractor support includes FBI billing reconciliation. The Contractor shall reconcile FBI billing with DHS submissions. Each application fingerprint submitted to the FBI is charged a fee for processing. In order to ensure billing accuracy, the Contractor shall electronically match DHS submissions to the FBI bill, identifying total matches; discrepancies; previous billed items; and items not billed on a monthly basis. A component of the BBSS project is naturalization testing, which provides support to facilitate electronic testing for U.S. Naturalization and replace the current hand written testing and manual mailing process. Biometric Benefits Support System hardware consists of BBSS Central, Web. Mail, Database Servers and Primary Domain Controller. BBSS is a non-COTS software is coded in Visual Basic and C. BBSS is planned to be decommissioned on December 31, 2013 and Optional CLINs shall be exercised to continue performance beyond this date. Services will likely be transitioned to CPMS.
BBSS Objectives	Biometric Benefits Support System functionality will eventually be subsumed by the Customer Profile Management System (CPMS), after which point BBSS will be decommissioned.
BBSS Coordination	Coordination with the Application Support Division, ASCs, and Service Centers, through OIT, will be required.
BBSS Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
BBSS Application User	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the BBSS application.

Support	

Customer Profile Management System (CPMS)	
CPMS Project	The Customer Profile Management System (CPMS), including the Biometrics Storage System (BSS) component, is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires implementation of new strategies, systems, and initiatives to support the various application processes. CPMS was designed to facilitate the USCIS background check process. USCIS conducts background checks on applicants/petitioners during benefit adjudication. When deployed, CPMS will provide centralized electronic routing, storage and processing of name check requests and results, as well as receiving request and result data for FBI fingerprint checks. The CPMS is a web-based application hosted at the USCIS data center in Manassas, VA. The application executes on an IBM AIX platform and utilizes Oracle 9i; IBM Web Sphere and MQ Series secure messaging and is nearing deployment readiness. Release 1.0 of CPMS will provide canned report capability via the Actuate reporting tool, which includes reports for the users, billing and other administrative reports. Release 1.1 will provide Ad-Hoc reporting capability for the users. As this is a new system there are anticipated to be minimal requirements for Ad Hoc reports to be provided by the Contractor at this time, however the Contractor shall create canned reports for use by the user community. The Contractor shall support the capture, processing, storage, and recommend improvements and standardizations for using biometric response data as part of the background check service. The Contractor shall research emergent technologies to enhance the current processes of securely utilizing sensitive biometric response data, develop any necessary business re-engineering plans, and implement as directed. The Contractor shall investigate appropriate new technologies, functionalities, and processes; present the value to USCIS as it relates to the current or proposed business practices; and implement as directed. The Contractor shall investigate, prepare a business case, and recommend new hardware and software technology as agency requirements change and the biometric and imaging industry evolves. The Contractor shall implement the new technology as directed by USCIS management. The Contractor shall investigate, analyze, and prepare a whitepaper on upgrading and or selecting new tools and/or techniques for the application software and utilities or new hardware environments. For software, this could be using new software development language(s) for preparing the applications, user interfaces, or implementing new features within the application. For hardware, this could include moving to new platforms or components. For both, this may include moving to new hardware and new versions of the major COTS components or developed software. For example, the conversion of the servers from IBM AIX Servers to SUN Servers and the use of the current version of Oracle is one such combination task. All recommended upgrades to the CPMS application shall be in alignment with the USCIS Enterprise Architecture.

CPMS Objectives	The Contractor shall prepare and deliver a comprehensive five-year plan that addresses software and hardware issues necessary to meet USCIS senior management/mission objectives (e.g. Congressionally mandated Temporary Worker Program etc, etc.). This plan must include estimates of the amount of data to be stored and the number of users (total and concurrent), the major software to be developed, and the associated hardware components necessary to support the plan. The software portion should address the major initiatives and include cost estimates for development, deployment, and ongoing maintenance. The purpose of this effort is to provide sustainment support services for CPMS in a way that will ensure the application becomes fully operational as soon as possible, and remains fully functional throughout its operational lifecycle to support the overall DHS USCIS OIT mission in an efficient and cost effective manner. As a result, the intent of the OIT is to secure the minimum level of technical support services necessary to meet this goal. The overall objective of CPMS is to phase out USCIS legacy biometric applications, provide biometric services on the Enterprise Service Bus (ESB), provide a modernized and standardized IXM [Automated Biometric Identification System (IDENT) Exchange Messaging] interface based on the National Information Exchange Model (NIEM).
CPMS Coordination	The Contractor shall coordinate with Enterprise Services Division (ESD)/Application Service Center (ASC) and Transformation Program Office's (TPO) Integrated Operating Environment (IOE).
CPMS Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CPMS program applications to malfunction. The principal areas of software maintenance include the CPMS application software including scripts operational on any of the platforms in the multi-tier configuration, requirements gathering to support software maintenance, interfaces with other applications, and Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS as applicable to the background check processes. The Contractor shall define, design, implement, test, and deploy enhancements to adapt CPMS to receive process, store, and present additional background check data as directed by USCIS OIT management, as follows: • Make the biographic data available via a user interface (e.g., web-based application or otherwise). • Continue to receive, process, and securely store background check data from other systems, directly or via an interface such as the Background Legacy Translator (BLT). • Revise the internal and external interfaces (e.g., automate the interface with the FBI and legacy Systems), and incorporate the recommendations of the various working groups.

Employment Applicant Submissions System (EASS)	
EASS Project	The purpose of the Employment Applicant Submissions System (EASS) is to support electronic processing of USCIS employees applications by checking applicant's masthead data and fingerprints against FBI files. This involves connecting dead-scan devices located at USCIS Employment Offices in Burlington, VT and Washington, D.C to the Vermont Service Center (VSC) that will electronically transmit applications to the FBI for processing. Fingerprint images and masthead data will be transmitted from dead-scan devices at an Employment Office, then to the VSC via the DHS Wide Area Network, and then forwarded to the FBI on the Criminal Justice Information Services Wide Area Network. From the VSC, 10-print data, formatted according to Electronic Fingerprint Transmission Specification (EFTS), will be forwarded to the FBI via encrypted T-1 connections. The FBI will return rejections, identification, and non-identification responses to the VSC, which will then send the result directly to the USCIS Employment Office. Employment Office personnel will review responses from the FBI and initiate appropriate action.
EASS Objectives	Continue supporting the Vermont Service Center.
EASS Coordination	Coordination with the Application Support Division, and VSC through OIT, will be required.
EASS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

FD 258 Enterprise Edition (FD258 EE)	
FD258 EE Project	The Department of Homeland Security (DHS) requires that the Federal Bureau of Investigation (FBI) conduct a criminal background investigation on any alien applying for DHS benefits. This investigation is initiated when the DHS submits fingerprint information to the FBI. The Integrated Automated Fingerprint Identification System (IAFIS) client will process, manage, and track FD-258 card information on an Oracle platform. The IAFIS system has replaced the Machine Readable Data (MRD) system. All fingerprint cards are now sent electronically to the Federal Bureau of Investigation (FBI). Fingerprint cards from overseas are scanned in and transmitted electronically. It was designed to accommodate any application that requires an FBI interface. The system will support integrating evolving technologies with existing facilities and databases and will provide a single process to handle FD 258 Enterprise Edition (FD258 EE) card information in the four DHS Service Centers located in Nebraska, Texas, California, and Vermont. In addition, the system will support any application requiring an FBI interface (e.g., CLAIMS 3 and CLAIMS 4). The IAFIS server portion will process FD258 EE information received from the Biometric Benefits Support System (BBSS) on an Oracle platform. Information is received by the FD258 EE system and passed to CLAIMS 4 and FD 258 Mainframe (FD258 MF) system, which in turn sends information to the other systems (e.g., CLAIMS 3, CLAIMS 4, RAPS, and RNACS). The primary function of FD258 EE is to provide an automated ability to manage fingerprint submissions and results. It was designed to accommodate any application that requires an FBI fingerprint results. It handled physical transactions (e.g., MRD) in the past and now handles electronic (e.g., IAFIS) fingerprint transactions. FD258 is planned to be decommissioned on December 31, 2012 and Optional CLINs shall be exercised to continue support beyond this date.
FD258 EE Objectives	The FD 258 Enterprise Edition may be decommissioned, and its functionality rolled into the Customer Profile Management System (CPMS). There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
FD258 EE Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required.
FD258 EE Maintenance Requirements	The Contractor shall perform minor corrective action periodically, as needed.

Fingerprint Masthead Notification System (FMNS)	
FMNS Project	The Fingerprint Masthead Notification System (FMNS) is a fingerprint card processing software that will enable CIS offices and CIS-contracted services to print masthead information on the FD-258 applicant fingerprint card. The printed information will also be in a machine-readable barcode format for subsequent loads into other CIS-related systems. The software will also be able to produce schedule and reschedule notices with 2-D barcode labels. Application Support Center (ASC) personnel will use the FMNS to schedule or reschedule applicants for fingerprint processing at ASCs. First, the operator will scan in an applicant's masthead information via a 2-D barcode printed onto the applicant's notification letter, or type in the applicant's masthead information in the data entry screen. The scanned barcode stores the basic demographic information such as name, address, Originating Case Agency Identifier (OCA) number, FBI number, Armed Forces Number, Social Security Number (SSN), Alien Registration Number or A-number, date of birth, local ORI, gender, race, height, weight, eyes, hair, place of birth, and other fields pertinent to the barcode history. The operator may manually data-enter any of the applicant's remaining demographic information that was not originally scanned in by the barcode scanner. The Fingerprint Masthead Notification System can then automatically print the applicant's information onto the FD-258 fingerprint card. This card is used for all CIS benefits requests. The Fingerprint Masthead Notification System keeps track of how many applicants have been scheduled into each fingerprinting location. The Fingerprint Masthead Notification System currently runs in a stand-alone workstation. Minimum client workstation requirements are: Dell Optiplex GX110 series (standard USCIS issue in the field site) with minimum 1 GB of hard drive capacity, 64 MB random access memory (RAM), Pentium III 450 MHz processor, 10/100 Base T Ethernet PCI card, CD-ROM drive, 3.5" floppy disk drive, 16-bit color monitor, keyboard, mouse, HP network printer (4000/4050/4100TN/4SI/5M), and Symbol 1-D/2-D Barcode Scanner Model: LS4804-1000A. FMNS is planned to be decommissioned on September 30, 2012 and Optional CLINs shall be exercised to continue performance beyond this date.
FMNS Objectives	The objective is to retire the system and include the functionality into L1 software.
FMNS Coordination	Coordination with the Application Support Division and Immigration and Customs Enforcement (ICE). through OIT, will be required.
FMNS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Scheduling and Notification of Applicants for Processing (SNAP)	
SNAP Project	The Scheduling and Notification of Applicants for Processing (SNAP) system is designed to facilitate the scheduling of applicants at Application Support Centers (ASC), mobile sites, or Designated Law Enforcement Agencies (DLEAs) for fingerprint processing. Currently, the four Service Centers are each using a different scheduling system, in some cases self-devised, which sometimes leads to multiple applicants being assigned the same time slot, or an ASC being assigned more applicants than it has the capacity to handle in a given day. Scheduling and Notification of Applicants for Processing will prevent this over-scheduling and unify the scheduling process among the Service Centers. Additionally, Service Center personnel will not have to maintain any ASC-related tables; these will all be maintained centrally at HQ, USCIS. Operators interact with the system to perform a single primary function: data entry. Each ASC will have specific hours during the week that are available for scheduling by Service Centers, and an associated number of applicants that can be handled during each available hour. Scheduling and Notification of Applicants for Processing automatically schedules the applicant into the most appropriate fingerprinting site, based on the data entered. If that site has no available slots, the operator is notified, and the applicant is stored for later scheduling by an administrator. The applicant will normally be scheduled between 28 and 42 days in the future. SNAP consists of five main software modules: New Applicant Screen, Search Applicant, Search Attorney Screen, View ASC Capacity, and the Auto Print Screen. The following are descriptions of each unit: • New Applicant Screen - This is the main screen that handles all scheduling and rescheduling of applicants, including the retrieval of applicant information after the applicant search returns a record set. The attorney information is also displayed in read-only format. Updates to the applicant information can be made on this screen. The ASC capacities are also viewable in this screen during the applicant scheduling process, and notifications can be printed. Applicants may also be added to a group and all members of the group scheduled in the same time block. • Search Applicant - This screen allows the search of applicant information based on search criteria fields: A-number, SSN, First Name, Last Name, Notice Date, ASC Code, Operator ID, Appointment Date, and Schedule Status. The returned results are listed along with the count of records. • Search Attorney Screen - This screen allows the search of attorney information based on search criteria fields: Last Name, First Name, Middle Initial or any other searchable fields: Title, Suffix, Street Address, City, State, ZIP Code, and ZIP Code Extension. Once results are displayed, the operator can pinpoint to the details of the record of interest and attach the information to the current applicant. • View ASC Capacity - This screen allows the operator to view ASC capacities for the ZIP Code that was entered in. It displays the ASC Site and the location state. Upon zeroing in on an ASC, the operator can view capacity dates, original, and remaining capacities as well as be able to print the capacity volumes.

	• Auto Print - This screen functions as the print view list of the past ten runs that have been scheduled via the auto-scheduling functionality, currently an overnight process. Zeroing in on applicants that have been scheduled and printed will be displayed in the Print Run Details screen. Operators will also be able to perform the print notification operation for all scheduled applicants that have been scheduled but not printed.
SNAP Objectives	The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed in the Transformation Program Office's (TPO) case management system. The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed by NASS.
SNAP Coordination	Coordination with the Application Support Division, Office of Field Operation, and TPO, through OIT, will be required.
SNAP Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
SNAP Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the SNAP application.

Site Profile System (SPS)	
SPS Project	The Site Profile System (SPS) was developed by USCIS Office of Field Operations (OFO) as a one-stop resource to provide information on USCIS Application Support Center (ASC) operations around the country. The Site Profile System improves USCIS ASC managers' ability to manage appointment workload and backlog; as well as facilitate the management of appointment allocations and staffing at individual ASCs. The overall goal of the SPS is to provide ASC managers with better access for retrieving and reviewing ASC scheduling workload data including weekly and monthly scheduled appointments, appointment backlog, and backlog by appointment type. The Site Profile System receives data from CLAIMS4 and the Scheduling and Notification of Applicants for Processing (SNAP) application daily and creates weekly reports on Fridays. These reports are distributed to the ASC offices. The Site Profile System also updates the ASC personnel information as required. This system hosts the Sticker Issuance and I-90 Manifest System (SIIMS) database which is updated regularly. One of the duties of the ASC offices is to issue I-90 renewal stickers. These stickers are numbered. The information for the applicant, and the sticker numbers are entered into an ASC local data entry program and are emailed periodically to headquarters. Periodically the sticker data attachments to these emails are removed and imported into the SIIMS database (a subset of the SPS system). Conducting the analysis for Haitian TPS was also done by using SPS. The Site Profile System platform is MS Windows. The hardware consists of one Dell Power Edge 2600 server running SQL 2K EE SP3, and one Dell Power Edge 2600 server, MS IIS 6.0 web server located at a USCIS data center.

	The Site Profile System uses the following software: ▪ MS SQL Server 2005, EE database that houses and maintains the data for a period of 60 days ▪ MS IIS 6.0 for web services ▪ Oracle 11g client ▪ SQL Server Integration Services (SSIS) packages for downloading the data from CLAIMS4 and SNAP ▪ Graphical User Interface (GUI) for updating information and viewing on-demand reports ▪ Adobe Acrobat for printing the reports from HTML format to PDF format ▪ Utilities for inputting zip code information into the database Currently, there are approximately 25 registered users of SPS, with plans to bring in 300 more ASC users. Users include members from USCIS Headquarters, ASCs, and Service Centers.
SPS Objectives	The Site Profile System provides analysis capabilities for the ASC Supervisors who are required to make relevant decisions regarding scheduling and staff needs. The Site Profile System will continue to be supported until its functionality is subsumed by NASS.
SPS Coordination	The Site Profile System receives appointment data and backlog information from two major system sources: CLAIMS4 and SNAP. CLAIMS4 data includes new citizenship applications (N400s), and SNAP data includes all other applications (including N400 reschedules).
SPS Maintenance Requirements	The Contractor shall perform maintenance activities as directed by the IT PM. No maintenance activities are known at this time.

Visa Services	
VISA Services Project	In September 2006, USCIS and the United Kingdom Border Agency (UKBA) reached an agreement that would allow applicants for United Kingdom (UK) visas to provide fingerprint information at USCIS Application Support Centers (ASC). This enables the UKBA to pre-screen visa applicants for entry into the UK. United States Citizenship & Immigration Service ASC offices were already equipped to fingerprint applicants for U.S. benefits. United States Citizenship & Immigration Services leveraged the use of the existing ASC capability to capture UK visa applicants' fingerprints. The outcome of this capability is named the UK Visa System and its mission is to transmit the UK Visa applicants' fingerprints to the UKBA fingerprint vetting systems in London. The UK Visa system uses the existing USCIS Biometric Benefits Support System (BBSS) systems to package the fingerprint in a mail message which is transmitted via a dedicated and secure mail relay server located at a DHS data center. The mail relay connects to the UKBA via a VPN tunnel over the Internet. As per the memorandum of understanding between USCIS and UKBA, no UK Visa data is retained by USCIS. United States Citizenship & Immigration Services captured 92,877 sets of fingerprints during the 12-month period ending in June 2010. The UK Government reimbursed USCIS approximately $3.4 million for this recent 12-month period.
VISA Services Objectives	Visas Service will expand to implement joint projects with other countries that also use USCIS ASCs for biometric enrollment and data sharing capabilities. A feasibility study has been conducted to analyze and determine the viability of the project. Discussions with Canada are taking place regarding their participation in Visa Services.
VISA Services Coordination	The Contractor will be required to coordinate activities with the BBSS project team, and representatives of countries who participate in Visa Services.
VISA Services Maintenance Requirements	The Contractor shall support a technology refresh for Visa Services equipment. Known items requiring a refresh are two servers in FY11.

Customer Service Directorate

Customer Management Interface System (CMIS)	
CMIS Project	Customer Management Interface System (CMIS) is a customer queuing and information gathering system that manages the flow of traffic within field offices. It also gathers information and statistics about the kinds of services that customers receive while in the office, such as time spent waiting, time spent with an ISO/adjudicator, and types of services offered. Reports about the information collected can be generated with CMIS. The Customer Management Interface System is comprised of the following components: • Q-Flow version 3.2 by ACF Technologies, Inc. • Q-Flow Web-Agent Software: Standard Functionality, Announcer, PC Display, Gateway • Q-Flow Web: Windows 2000 (Windows 2003 Server recommended), MS IIS .0 • Q-Flow Database: Microsoft SQL Server 2000 Standard • MS Office XP Web Components • Q-Matic by Q-Matic Sweden AB • Q-Win, Q-Next • MS IE version 5.x or greater • MS ASP.Net for custom development of Q-Flow
CMIS Objectives	The objective of CMIS is to standardize the customer experience and continue to roll out the capability to USCIS offices.
CMIS Coordination	The Contractor must proactively coordinate all application activities with InfoPass, eCISCOR, and e-Pass.
CMIS Operational Support Requirements	As CMIS is rolled out to additional field offices, the Contractor shall identify optimal hardware and software placement that is appropriate for the various field office configurations. The Contractor shall conduct telephone and e-mail interviews to survey the as-is and desired to-be configurations of sites that will received CMIS. The Contractor shall coordinate with third party vendors to install CMIS-related hardware and software. Coordination typically involves working with the video vendor to ensure LCDs, speakers, and cables are installed at the pre-determined locations, and ensure the CMIS audio and video servers are installed.
CMIS Maintenance Requirements	The Contractor shall enhance the Q-Flow traffic management function by adding customer categories. The Contractor shall support the integration of CMIS products with other COTS and COTS products to improve performance and enhance the gathering of customer service statistics, such integrating Q-Flow with InfoPass and ePass.
CMIS Application User Support	The Contractor shall maintain distance learning modules and servers, and create and maintain additional learning modules, manuals, CDs and any other such material as requested by the IT PM. The Contractor shall provide CMIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. In-person user and system administration training is required upon initial deployment of CMIS to local and regional offices which generally occurs 12 times per year.

	Training is also required when CMIS processes and/or functionality changes and when new offices are launched. Training for new offices is to be done in person at the site. Refresher training is offered to field offices on an as-needed basis, averaging one office every two months or as USCIS needs dictate.

Customer Relationship Interface System (CRIS)	
CRIS Project	The Customer Relationship Interface System (CRIS) is a multi year/multi phased web based system, accessible through the USCIS.gov website that provides customers with pending immigration benefit application case status information and estimated processing times; a web-based method for customers to report a change of address; a service request tool for the 1-800 customer call center representatives to record reported issues with pending cases such as typographical errors or non receipt of a document; and allows USCIS personnel to record the issue resolution, such as a response letter, email, or telephone conversation with the customer who reported the issue. There are five components to CRIS, each having a different purpose as outlined below. All components combine for the primary purpose of enhancing customer service at USCIS. Each component is contained within the CRIS hardware/software framework. • Case Status Service On-line (CSSO), including portfolios and the helpdesk for same • Customer Service Gateway (CSG) • Service Request Management Tool (SRMT) • Change of Address Online (CoA) • E-Request (EREQ) Case Status Service On-line (CSSO) provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can create a portfolio of cases to monitor case status information and receive updates via email and/or receive a text message announcing an update. Government personnel access the system to view the current information, usually during the creation of a service request in SRMT. This allows the USCIS personnel the ability to verify the pending status and the processing timeframes prior to creating a service request. Additional tools available through CRIS are the Civil Surgeon Locator (CS), the Office Locator (OL), and Processing Times (PT). These three tools can also be accessed independently through links on the front page of uscis.gov. The CRIS Customer Service Gateway (CSG) is designed to display on the USCIS Customer Service Representative's screen the appropriate scripts for answering a customer's question. These scripts are tailored for Tier 1 call center representatives to explain laws, regulations, and USCIS forms information in response to customer questions. No PII is collected in this component of CRIS. The Service Request Management Tool (SRMT) provides USCIS customer service staff the ability to record Service Requests (SR) from

	customers to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is pending a decision. A Service Request is a record of a customer's reported issue with a pending immigration benefits application or petition. Typical issues include typographical errors, the non-receipt of information, change of beneficiary information, and cases not processed within USCIS stated processing times, etc. SRMT provides USCIS the ability to send the service request to the appropriate USCIS location for resolution and then to record the resolution of the issues by response letter, email or telephone correspondence to the customer who reported the issue. Change of Address Online allows certain customers to readily meet the federally mandated requirement to notify USCIS of any change of address. Customers may electronically submit their Form AR-11, *Alien's Change of Address Card*, and print their completed Form AR-11 for their records. If they have pending applications or petitions with USCIS, they can create a service request notifying USCIS of their new address. e-Request allows a customer to create an e-Request for a limited number of issues with very specific criteria: forms I-90 and N-400, if they meet the criteria of an "Outside Normal Processing Time" (ONPT) service request; and a "Non-Delivery of Other Notice" service request for Form I-90 if the customer has not received a notice scheduling them for fingerprints and photographs. These two forms generate the largest number of ONPT service requests when customers call USCIS to inquire on the status of their case. The CRIS reporting tool, ShowMe, gathers data and allows for statistical tracking of Service Requests submitted through SRMT and e-Requests. At the present, CRIS is physically located at a USCIS Data Center and is configured using the hardware/software list below: • Web Server – Dell PowerEdge 2950 running Windows 2003 Server and IIS 6.0 • Application Server - Dell PowerEdge 2950 running Windows 2003 and Caucho Resin 3.0.x • Database Server – IBM pSeries 660 running AIX 5.x and Oracle 9.2.08. USCIS is currently undertaking a migration of this application to a new facility that utilizes virtualized servers. Deployment to the new facility is scheduled at the end of 2010. A component of CRIS is the Customer Management Interface System (CMIS), which is a customer queuing system that manages the flow of traffic within local offices. It also gathers information and statistics as to the kinds of services that the customers receive while in the office.
CRIS Objectives	The objective of CRIS is to provide an easily accessible and accurate means by which customers or their representatives can interact with USCIS regarding case status, processing times, change of address requests as well as a means to support inquiries regarding outside normal processing time requests. The Customer Relationship Interface System provides customers access to this information via an intuitive web interface, or through a 1-800 customer call center. The Customer Relationship Interface System must continue to offer enhancements and tools that help support USCIS' customer-centric mission, and that facilitate in the development of partnerships with other agencies and organizations on data requirements and expand the electronic exchange of data mission-partners, including federal, state, and local agencies and the private sector. CRIS must be able to provide timely access to database information for such purposes as data analysis or ad hoc reporting as requested by USCIS or other Government agencies or as directed by the IT PM. Information regarding benefit case status; processing times; change of address (CoA) requests and customer case processing must be able to be queried and presented.

	Customer Management Interface System must continue to provide offices with the ability to track customer flow within their offices and to gather statistical analysis. This analysis can also provide a human capital analysis to determine the staffing needs in local offices.
CRIS Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO) and Verizon HostConnect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
CRIS Maintenance Requirements	The Contractor shall sustain CRIS and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from the CRIS system to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from CRIS to the TPO solution. The Contractor must provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with CRIS such as interface modules, data/voice circuits (such as Verizon HostConnect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
CRIS Application User Support	The Contractor shall maintain distance learning modules, and maintain the CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide CRIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM.

National Customer Service Center Siebel at Tier 2 (NCSC Siebel)	
NCSC Siebel Project	The are two components to the National Customer Service Center (NCSC) Siebel at Tier 2 application: content management system sustainment and computer telephony integration sustainment. The content management system is based on Siebel with an Oracle database, and resides at the National Customer Service Center's (NCSC) Eastern Telephone Center. It contains USCIS laws, regulations, forms, links to external sites, and gathers information collected during telephone calls. This information is then "popped" to Tier 2 information service officers through computer telephony integration. Siebel/Oracle content management system and Siebel's Computer Telephony Integration (CTI) and Customer Relationship Management (CRM) integration will display the "call record" information on each immigration information officer's desktop when a call is received, to include Soft Phone capability. Telephony integration sustainment requires the Contractor to act as a liaison between Government and the telephony integration vendor (currently Verizon Business), who provides call delivery logic and hosted intelligent call routing services to USCIS. The Contractor shall be cable of supporting the integration and call delivery from hosted intelligent call routing system (Genesis) to the NCSC Siebel CRM system Tier 2.

	The NSCS Tier 2 Call Center Information Service Officers (USCIS Adjudicators) access CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), and National File Tracking System (NFTS) to address immigration issues that deal with pending as well as processing cases. Calls referred to NCSC Tier 2 Information Service Officers deal specifically with case information that cannot be retrieved by Tier 1 call center staff. The Siebel CRM takes the call transfer which includes generic caller information (no PII), however once the Tier 2 Information Service Officer receives the ticket, they have authenticated access to CLAIMS and support subsystems to address case-specific questions.
NCSC Siebel Objectives	Government staff at the Customer Service Directorate is responsible for maintaining the content that is populated in the CRM. The Contractor is responsible for sustainment activities that ensure the Siebel call center platform and pertinent interfaces operate properly, such as linkages with CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), National File Tracking System (NFTS), and any internal and external links. The Contractor shall maintain the integrity of telephony integration and provide maintenance support for future interconnections between Siebel CRM and other USCIS supported systems.
NCSC Siebel Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO), the Customer Service Directorate, and Verizon Host Connect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
NCSC Siebel Maintenance Requirements	The Contractor shall sustain the Siebel CRM and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from or to the Siebel (and interfacing CRIS) systems to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from Siebel (and interfacing CRIS) to the TPO solution. The Contractor shall provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with Siebel/CRIS such as interface modules, data/voice circuits (such as Verizon Host Connect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
NCSC Siebel Application User Support	The Contractor shall maintain distance learning modules, and maintain the Siebel/Oracle/CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide Siebel training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. Contractor shall ensure latest versions of Siebel and Oracle are used and shall be available to coordinate any changes in mapping, content, or structure.

Field Operations

Computer-Linked Application Information Management System 3 (CLAIMS 3)	
CLAIMS 3 Project	The Computer-Linked Application Information Management System 3 (CLAIMS 3) was established as an umbrella system that incorporates casework-oriented processing of DHS benefits, including application receipt, adjudication, and notification. The CLAIMS 3 umbrella major components are: CLAIMS 3 Mainframe (MF), Marriage Fraud Amendment System (MFAS), CLAIMS 3 Local Area Network (LAN), Customer Relationship Interface System Interface (CRISI), Biometric Retrieval Unit (BRU), Adjustment of Status (AOS) scheduler, Family Based Adjustment of Status Interface (FBASI), RAPS Employment Authorization Document System (RAPSEADS), Automated Premium Processing e-mail System (APPLES), I-512L, Travel Document Personalization System (TDPS) Push Utility, Interim Interagency Border Inspection System (IBIS), Electronic Filing Interface (EFI), Data Viewer Utility, National File Tracking System interface (NFTSi), Enterprise Print Manager Service (EPMS), and the Security Administration toolset. Each of these components are described in greater detail below, but functionally operate as a single umbrella system. **CLAIMS 3 Mainframe:** CLAIMS 3 MF supports and maintains casework for applications and petitions for benefits by aliens. Additionally, CLAIMS 3 MF facilitates the adjudication and notification process for the examinations program. CLAIMS 3 MF also serves as the repository for all data processed in the CLAIMS 3 LAN systems at the four Service Centers, the National Benefits Center, the Administrative Appeals Office, and the Baltimore District Office through daily batch runs. The adjudication system in CLAIMS 3 MF has two primary components: an online data entry and adjudication system, and a system of batch runs on an inquiry/update system, which extracts and reports data and provides interfaces with other systems. CLAIMS 3 MF also includes MFAS. **CLAIMS 3 LAN:** CLAIMS 3 LAN provides USCIS with a decentralized and geographically dispersed LAN-based mission support case management system, with participation in the centralized CLAIMS MF data repository. Originally developed to track the receipting of applicant/petitioner remittances and to produce notices documenting the remittance, CLAIMS 3 LAN functionality now includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, Application Support Center image capture, and production statistics, and status updates. CLAIMS 3 LAN uploads daily case-transaction data to the CLAIMS 3 MF (the central repository for CLAIMS 3 case data). The CLAIMS MF distributes CLAIMS 3 LAN information across other DHS and non- DHS systems. Customer Relationship Interface System Interface provides capacity to respond to public inquiries by automating specific types of database lookups that would have required operator assistance. Family Based Adjustment of Status Interface provides automated ingestion into CLAIMS 3 LAN from fee receipting performed by Lockbox. RAPS Employment Authorization Document System sends Employment Authorization Document requests from RAPS to the Nebraska Service Center for processing. Automated Premium Processing E-mail System prepares and sends e-mail messages to customers that filed premium processing applications. The I-512L utility prints advance parole documents based

	on adjudicated cases within CLAIMS 3 LAN. Enterprise Print Manager System interfaces with the ESB to provide centralized notice production for USCIS at an enterprise level. Data in CLAIMS 3 LAN in NBC can also be made available for the District Offices to access and update via the Interim Case Management System (ICMS). To support CLAIMS 3 deferred maintenance, CLAIMS 3 program optimization is required to reengineer CLAIMS 3 to implement security hardness and privacy optimization, re-host the CLAIMS 3 application, and migrate affected CLAIMS 3 database(s) to remediate outstanding security deficiencies, such as Certification and Accreditation (C&A), and various audits of CLAIMS 3 are completed.
CLAIMS 3 Objectives	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2012 • Correct all Section 508 issues by end of FY2013 • Develop EPMS in conjunction with TPO release schedule • Transition to Transformation Program Office (TPO) solution by FY2016 The objectives for the CLAIMS 3 MF are as follows: • Migrate to a DHS data center by end of FY2011 • Correct known systems issues • Update business rules as needed for legislative, policy, or regulation changes The AOS scheduler component of C3 will continue to be supported until its functionality is subsumed by NASS.
CLAIMS 3 Coordination	CLAIMS 3 Development team will need to coordinate with the Enterprise Service Bus (ESB) team, Service Center Operations (SCOPS) Directorate, Field Operations Directorate, Enterprise Services Directorate, and Office of Intake and Document Production. The Contractor shall be required to coordinate with the following external agencies: CBP, ICE, OIS, DHS HQ, GAO, OIG, and DoS. It is envisioned that CLAIMS 3 LAN will be subsumed by USCIS TPO solution by FY2016. CLAISM3 LAN team must support and collaborate with the TPO team as needed.
CLAIMS 3 Maintenance Requirements	In addition to performing maintenance actions to meet the objectives described above, the Contractor shall perform sustainment activities on CLAIMS 3 using Pervasive SQL and/or other USCIS and DHS-approved tools. The Contractor shall assist with system operations and upgrade support, which includes preparation and participation in upgrades that affect the CLAIMS 3 server operating system, database management system, and/or server hardware. Upgrades typically occur two to three times per year. The Contractor shall be required to have a database administrator to maintain both the logical and physical models of the database and maintain the data dictionary. Congressional mandates and policies impacting CLAIMS 3 are possible within the scope of this SOW. The Contractor shall make required modification to CLAIMS 3 LAN to support law or rule, as directed by USCIS.
CLAIMS 3 Application User Support	The Contractor shall provide on-site network and application support at the Administrative Appeals Office and Baltimore District Office. The Contractor shall provide dedicated on-site support between 8:00am and 8:00pm EST to be shared primarily between these two sites and secondarily among the 4-Service Centers and NBC.

Computer-Linked Application Information Management System 4 (CLAIMS 4)

CLAIMS 4 Project	Computer-Linked Application Information Management System 4 (CLAIMS 4) is the primary case processing system for the adjudication of applications for naturalization (N-400). Initially developed and deployed over a 5-year period (from October 1995 to December 2000), CLAIMS 4 is currently operational at 98 locations nationwide (four Service Centers, the National Benefits Center, 88 Field Offices, four overseas Field Offices and Headquarters) and offers a standardized automated process for adjudicating naturalization and citizenship applications. Computer-Linked Application Information Management System 4 is a multi-tier client/server workflow management system designed to: • Support high-volume processing of naturalization applications received by USCIS at the JP Morgan Chase Lockbox facility • Capture fee information from the lockbox for financial record control • Support and record the results of the adjudication of each application • Provide case status to applicants (customers) throughout the period of case processing • Provide primary case processing for the adjudication of applications for naturalization (N-400) • Improve USCIS fee and fund accountability by utilizing the lockbox • Provide automatic scheduling for fingerprints, interviews, and oath ceremonies. Computer-Linked Application Information Management System 4 software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling. The Computer-Linked Application Information Management System 4 application has initially been divided into modules, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamically linked library (DLL). The Computer-Linked Application Information Management System 4 modules include the following: • Receipting • Adjudication • Batch Status Update (BSU) • Case Status • Case Management (CM) • Scheduler/Batch Scheduler • Notices • Reports • Oath Ceremony Management (formerly DocProd) • System Maintenance • External Interface

	• Workflow Admin These modules were designed to be stand-alone components that do not require support from the other subsystems for execution and are launched from the main switchboard. Some of the components provide both a graphical user interface (GUI) and a public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface provides functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for execution.
CLAIMS 4 Objectives	The primary objective of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization, N336, N600, N565, and N470, applications; including the receipting, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extendible and scalable, with a view to accommodating processing of other DHS benefits applications in the future. The national scheduler component of C4 will continue to be supported until its functionality is subsumed by NASS.
CLAIMS 4 Coordination	The Contractor shall coordinate with Lockbox, Enterprise Service Bus (ESB), Re-Engineered Naturalization Application Casework System (RNACS), Customer Relationship Interface System (CRIS), National File Tracking System (NFTS), Benefits Biometrics Support System (BBSS), CIS, FD-258 Enterprise Edition (EE), Site Profile System (SPS), Refugees, Asylum, and Parole System (RAPS), and Enterprise Citizenship Immigration Centralized Operational Repository (eCISCOR) teams if the work performed is related to one of the interfaces. Coordination with the business owner, OFO, through OIT, will be required.
CLAIMS 4 Operational Support Requirements	The Contractor shall investigate and report all problems with the operation of the CLAIMS 4 system on a daily basis to the Government IT PM and other key stakeholders. The Contractor shall provide administrative operations support for the CLAIMS 4 Windows NT and/or Windows XX servers (as applicable) on the DHS LAN and related subsystems, workstations, and peripherals. The Contractor shall provide Windows NT and/or Windows XX (as applicable) support and administration services to the field (including DHS USCIS Service Centers, and Regional and District Offices) for approximately 188 Windows NT and/or Windows XX (as applicable) CLAIMS 4 servers. The Contractor shall provide CLAIMS 4 support to DHS Headquarters Windows NT and/or Windows XX (as applicable) server domain, which involves approximately 50 desktops that require CLAIMS 4 manual installations (assume 42 CLAIMS 4 installs per year requiring 4 hours for each machine). The Contractor shall provide on-site support for new CLAIMS 4 site installation (assume 2 new sites and site moves per year, and a 2-person team for each installation, 2-weeks per installation, including travel).
CLAIMS 4 Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CLAIMS 4 application to malfunction. The principal areas of software maintenance include the CLAIMS 4 software scripts which are operational on any of the platforms in the multi-tier configuration; requirements gathering to support software maintenance and interfaces with other applications; and create and modify Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS citizenship processes, as

	applicable. The Contractor shall work with the Government IT PM to address the following: • Mitigate the risks of an aging application infrastructure • Meet the business current/emerging requirements • Revise CLAIMS 4 architecture to n-tiered solution (eliminating the workflow servers) • Utilize Integrated Operating Environment (IOE) services via Enterprise Service Bus (ESB) • Address 508 deficiencies • Migrate to .Net framework • Support migration of application to a DHS data center • Integrate with ArcSight security suite The Contractor shall maintain both the logical and physical models of the database; maintain the data dictionary; and maintain data integrity.
CLAIMS 4 Application User Support	The Contractor shall provide CLAIMS 4 training to the appropriate USCIS employees, and regions/offices via a Web-based tutorial delivered through WebEx and CBT. The Contractor shall also provide instructor-led training in the form of train-the-trainer training. The Contractor shall provide at least 24 sessions a year. The duration of the session could vary based on the complexity of the training; generally lasting between two days and a week. The Contractor shall modify the exiting textual training materials as the application changes. All changes made to the textual training materials must be duplicated in the web-based tutorial. The Contractor shall perform periodic database clean-up of the CLAIMS 4 training database in support of on-going end-user training classes.

FD 258 Mainframe (FD258 MF)	
Project	The FD 258 Mainframe (FD 258 MF) Fingerprint Tracking System was established to meet the need of the Department of Homeland Security (DHS) to track fingerprint information, to and from, the Federal Bureau of Investigation (FBI). FD 258 MF maintains information on individual applicants fingerprint status. Each record contains applicant information that was sent to the FBI, such as name, birth date and other genetic biometric/biological data, as well as date fingerprinted and date sent to FBI. The records also contain information received from the FBI such as, FBI process date, FBI search result and other information. FD 258 MF processes about 7,000 "send" record transactions per day and about 7,000 "response" record transactions per day. Historical transactional numbers are subject to change. FD 258 MF has two primary components: an online data inquiry system, and a system of batch runs. The batch system accepts and processes data from the Integrated Automated Fingerprint Information System (IAFIS) via the FD 258 Enterprise Edition system, as well as produces reports and provides interfaces with other systems. The FD 258 MF was created in order to: • Effectively serve the adjudication needs of USCIS personnel tracking applicant fingerprint status and results. • Effectively serve the management needs of USCIS Headquarters personnel concerned with database statistical information. • Provide the capability of satisfying the DHS National Quality Procedures (NQP) via Control Number display. • Provide daily reports to USCIS field office personnel via Remote Online Print Executive System (ROPES), on all daily database activity. The Contractor shall perform reconciliation functions between the fingerprint information contained in the FD 258 Mainframe and DHS' IAFIS on up to 2 million records per year via batch process. The Contractor shall purge and archive up to 5 million fingerprint records, via a batch process, from the system in the first year. The Contractor shall correct up to 250,000 fingerprint records within the system per year (approximately 70% of these will be done via batch process and the remaining 30% will be done manually). The Contractor shall identify up to 100,000 fingerprint records, without FBI responses, per year via batch process.
Objectives	The FD 258 Mainframe may be decommissioned at the end of FY11. There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.
Coordination	This application interfaces with other DHS/USCIS applications (CLAIMS 3 LAN, CLAIMS 4, RAPS, RNACS, and FD258EE).
Maintenance Requirements	The Contractor shall perform minor corrective action periodically, such as repair a Job Control Language logic error.

Interim Case Management Solution (ICMS)	
ICMS Project	The Interim Case Management Solution (ICMS) allows USCIS to efficiently and accurately adjudicate immigration benefit applications by providing a case management system that assists staff that manages forms, fee receipting, and pre-processing. Interim Case Management Solution was launched in June of 2004, as a web-based interface between CLAIMS 3 and District Offices. Interim Case Management Solution makes family-based I-485 and related forms available to District Offices. District Officers can enter pertinent adjudications information via the Intranet in real-time and update applications via the Intranet with the final adjudication data into CLAIMS 3 LAN, which then updates CLAIMS 3 Mainframe and other systems. The interim solution is to provide benefit processing of family-based I-485 and related forms using ICMS. The Interim Case Management Solution workflow allows users at the Application Support Centers and District Offices the ability to view and manage case information as it is received. Information from the applicant, via the National Benefits Center, Application Support Centers, and the National Customer Service Center will be aggregated into the CLAIMS 3 database and made available via a concise user interface enabling the Application Support Centers and District users to not only adjudicate the application faster, but with more reliable and accurate data. The Interim Case Management Solution consists of Windows XP standard client with Resin web server on Windows 2003 Enterprise Edition Server. The web application server is a Dell 2650 with 8 GHz Xeon Processors, 4 GB RAM, Intel Pro 1000 NIC, 5x36 GB drives (raid 1+5) and Resin 3.0.23.
ICMS Objectives	Currently, all District, Sub, Satellite Offices, and Application Support Centers use ICMS to adjudicate cases. The long-term goal is to adopt an enterprise case management system to process applications and petitions for all benefits issued by USCIS. The Transformation Program Office is currently tasked with developing an enterprise case management system.
ICMS Coordination	The Contractor shall coordinate with the CLAIMS 3 sustainment team on CLAIMS 3 database issues or problems and provide solutions to modify or correct the database. When there are ICMS releases, the Contractor shall coordinate with the CLAIMS 3 sustainment team to ensure ICMS contains the same functionality as CLAIMS 3.
ICMS Maintenance Requirements	The Contractor shall perform sustainment activities to ensure staff can utilize ICMS to include ICMS software and compatibility with Web services.

InfoPass	
InfoPass Project	InfoPass is an Internet-based system that allows USCIS customers to make an appointment with an Immigration Information Officer (IIO). The primary function of InfoPass is to allow all customers to schedule appointments and allow USCIS to track scheduling information for individuals applying for benefits. InfoPass provides functionality to define and manage resources available for scheduling and manage appointments. InfoPass was originally developed at the Miami District Office in April of 2004, in response to long lines of customers waiting to meet with IIOs. After its success in Miami, the USCIS Director determined that InfoPass should be extended to all USCIS District Offices and USCIS sub-offices nationwide. On average, InfoPass gets about 19,500 Internet page visits each day and schedules appointments for about 6,000 applicants daily for a variety of appointment types. System users consist of the general public and USCIS authorized personnel. The general public is able to schedule appointments to obtain information. Within a few clicks, a customer can log into InfoPass, determine their appointment type, schedule their appointment, and print an appointment notice. Authorized users have access to InfoPass to add, modify, and review appointment schedules; complete check-in/check-out of applicants; and cancel appointments. InfoPass is accessible via the Internet and through kiosks located at selected USCIS Field Offices. There are 119 InfoPass kiosks in 76 field sites throughout the country. The InfoPass operating system is Linux, the web server is Apache and the database is MySQL. The load balancer is also Linux, with virtual server extensions. InfoPass kiosks are currently configured with Microsoft Windows XP SP2 and Internet Explorer 6.0.
InfoPass Objectives	The Field Operations Directorate will work with the Information and Customer Service Division (ICSD) and the Contractor to ensure adaptive and relevance maintenance occurs in order to keep the kiosks and InfoPass current and meaningful to the users. InfoPass will continue to be supported until its functionality is subsumed by NASS.
InfoPass Coordination	InfoPass is considered a 'stand-alone' application and does not require coordination with other systems. However, coordination with the parties responsible for the kiosk maintenance and deployment will be required. InfoPass also contains an Intranet component and close attention to changes within the USCIS Intranet is required.
InfoPass Maintenance Requirements	The Contractor shall support the incorporation of queries against the InfoPass database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports that are requested from time-to-time by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support the continued function and future expansion of InfoPass. This support may include: • The addition or removal of language types • The addition or removal of service groups • The revision of zip code assignments for regional offices • The update of monthly USPS zip codes • Coordination with parties responsible for the maintenance and further deployment of kiosks

	Additionally, InfoPass is currently undergoing development for its next release which is set to include Section 508 compliance corrections as well as an Authority to Operate (ATO) required security changes. The contractor will be required to support this ongoing effort and ensure that the release complies with the established scope.

Reengineered Naturalization Casework System (RNACS)	
RNACS Project	The Reengineered Naturalization Casework System (RNACS) was established to meet the information and case management needs of USCIS staff in headquarters, service processing centers, and the Citizenship Branch in district and regional offices. The Reengineered Naturalization Casework System tracks applicants through the naturalization (N400) and citizenship (N600) process from initial data entry through issuance of citizenship/naturalization documents. It also tracks and processes applications for replacement certificates (N565). RNACS maintains a status history of all significant case updates, schedules cases for examinations and oath ceremonies, and produces correspondence to applicants and their representatives. Mailers are produced to inform those applicants and representatives of scheduled appointments and of decisions made in regards to the case. The system produces a variety of both scheduled and on-demand statistical and management reports. RNACS has two primary components: an online data entry system, and a system of batch programs, which processes casework, extracts data and produces reports, and supports interfaces with other systems. The current RNACS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages. RNACS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
RNACS Objectives	The objective is to retire the system and include the functionality in Computer-Linked Application Information Management System (CLAIMS 4)
RNACS Coordination	Coordination with the business owner, Office of Field Operations, through OIT, will be required.
RNACS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.
RNACS Application User Support	Perform periodic database clean-up of the RNACS training environment in support of on-going end-user training classes.

Fraud Detection and National Security

Fraud Detection and National Security Data System (FDNS-DS)	
FDNS-DS Project	The Fraud Detection and National Security Data System (FDNS-DS) was designed and developed as the case management 'system of record' to record, track and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving immigration benefit fraud, national security concerns and egregious public safety activity in support of the Office of Fraud Detection and National Security (FDNS) Directorate's mission. Fraud assessments and background checks are required, by statutory and regulatory requirements, for all applications or petitions filed with USCIS. Benefits cannot be issued until background checks are complete. The information provided by FDNS-DS is essential in conducting background checks. FDNS-DS currently supports approximately 1,000 end-users. The Fraud Detection and National Security Data System is a browser-based application implemented using the Siebel 7.7 Public Sector and Siebel Analytics COTS product suite with Actuate Reporting capabilities. The backend database is Oracle 9i. The application is currently hosted on Windows 2003 Enterprise Server running on Dell Servers at a Government data center. The current suite of COTS products to be supported include Siebel Public Sector Case Management, Siebel Analytics, Informatica Powercenter, Oracle 9i, Actuate, Windows 2003 for the Oracle Database Server, Siebel servers on Windows 2003 Operating System, and Microsoft IIS Web Server.
FDNS-DS Objectives	In 2004 USCIS, established FDNS to address a weakness in addressing potential threats to the legal immigration system due to fraud and/or national security concerns. The Office of Fraud Detection and National Security's primary mission is to detect, deter, and combat immigration benefit fraud and to strengthen USCIS efforts aimed at ensuring benefits are not granted to persons who threaten national security or public safety. As part of the USCIS Transformation Program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Integrated Operating Environment (IOE) as part of the Fraud and National Security Case Management (FNS-CM) module. Migration of all FDNS-DS data is required to support FNS-CM development and deployment. FDNS-DS and the IOE FNS-CM will run in parallel for a finite period of time until FDNS-DS can be dispositioned. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to Known Errors will be made to FDNS-DS based on business requirements.

FDNS-DS Coordination	The Contractor must proactively coordinate all activities associated with, but not limited to, the following programs and projects: • Integrated Operating Environment (IOE) – support FDNS-DS data migration into the IOE; current system design and configuration; business reporting requirements; materialized view design and maintenance. • Citizenship and Immigration Services Common Operational Repository (CISCOR) to input CLAIMS-3 data into FDNS-DS – maintain the data exchange and ETL processes associated with this system-to-system interconnection. • Enterprise Performance Assessment System (ePAS) – design, develop, and maintain the data exchange of FDNS-DS data into ePAS • Legacy USCIS Systems - coordinate all required data exchanges with USCIS legacy systems (eg. CLAIMS 4, NFTS, etc.) • Reporting Requirements – coordinated and support all recurring and adhoc data extracts and reports in support of FDNS analysis and reporting requirements. • IT Security – support all IT security remediation and actions to include but not limited to the testing and installation of security patches.
FDNS-DS Operational Support Requirements	The Fraud Detection and National Security Data System's system and database administration support is provided by USCIS OIT staff located at a Government data center. Data center staff (as opposed to the Contractor), performs server administration and maintenance activities such as backup and recovery operations, OS patch installation, and Windows operating system support for the production, development, and test/training environments. The data center staff also provide Oracle database creation from contractor supplied "as built" documents as well as and standard database patching and maintenance activities, and server performance monitoring for the production environment. The data center staff is also responsible for new hardware installation and implementation of configuration design. The Contractor's operational support requirements shall not, therefore, include system and database administration in either the production or engineering environments for FDNS-DS. Contractor support is required for database design specification and "as built" document creation which the data center support staff would use to create or modify the databases. The Contractor would have DBA access to the engineering environment databases for the propose of designing and constructing databases necessary to arrive at the proper configuration to push forward. Data center support for the engineering databases would be limited to initial default or as built driven database creation, standard patching, and O&M support. The Contractor is responsible for FDNS-DS account creation and maintenance. Maintenance of user accounts includes, but is not limited to, maintaining users' position(s) with the FDNS organizational hierarchy that is the catalyst for performance reporting. The Contractor shall provide FDNS-DS analytic capabilities provided by the Oracle Business Intelligence Suite Enterprise Edition (OBIEE). The Oracle Business Intelligence Suite Enterprise Edition is the tool within FDNS-DS that supports performance management metrics analysis & reporting, ad hoc queries, and HQ and Field report development and publishing. In addition, the Contractor must provide O&M on all existing and development of new Subject Areas and Materialized Views in support of business requirements. The Contractor shall support all local FDNS databases and repositories that are utilized to compile data from a variety of FDNS and other USCIS systems, including but not limited to the ASVVP Middleware, Interim Reporting Solution, FDNS SQL Reporting Database. The Contractor will not be required to complete USCIS SELC and CCRM documentation and processes for these local FDNS databases and repositories. However, as functionality is incorporated with the FDNS-DS system, appropriate SELC and CCRM documentation and/or process will be updated and followed. The Contractor shall redesign and update the Reporting Star Schema in the SQL server reporting database to include newly defined data

concepts and reporting objects and improve the scope and capability for FDNS reporting.

The following FDNS locally developed databases require maintenance support as the capabilities are intertwined with FDNS-DS supported business programs, such as the Administrative Site Visit and Verification Program (ASVVP).

System	Platform	Customers	Updated	Support Level	DB Location
Interim Report System (IRS)	Access	~100 Enterprise Wide	Weekly	Load weekly IRS extract, maintain existing queries and reports within Access, trouble-shoot end-users issues with locally developed reports.	CIS1 Network: \\z02rscull23\share$\Ull02share\Fdns irs\
ASVVP Middleware (MW)	Access	20 @ VSC, CSC, HQ, Vendor(s)	Daily	Maintain O&M of DB and daily imports/exports; routine reconciliations required to sync ASVVP MW with FDNS-DS. Support ASVVP COTR with metrics to support payment to the vendor(s).	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
SQL Report DB (a.k.a. CR 603)	SQL Server	10 @ HQ	Weekly	ETL routines for monthly FDNS-DS extracts; O&M of SQL DB; create reports using SQL.	Located on an OSI Server. Access is handled via Remote Terminal ID's.
Comprehensive ASVVP Reporting System (CARS)	Access	10 – 20 @ VSC and CSC	Daily	Basic DB O&M; Daily B/U of DB	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
ASVVP Zip Code DB	Access	10 @ VSC, CSC, HQ	Daily	Basic DB O&M; Daily B/U of DB	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\

FDNS-DS Maintenance Requirements	Maintenance actions that will most likely occur within the contract scope of work include, but are not limited to Siebel and Oracle upgrades.

FDNS-DS Application User Support	The Contractor shall coordinate with the FDNS-DS system and database administrators to ensure that the FDNS-DS training environment mirrors the current production environment. In support of FDNS SAS efforts, the Contractor shall: • Develop and publish reports and queries utilizing the SAS Suite of Tools; including but not limited to, SAS Enterprise Guide and SAS Microsoft Add-in. • Support users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Provide business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assist users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Intake and Document Production

Electronic Filing (E-Filing)	
E-Filing Project	Electronic Filing (E-Filing) is the USCIS system that supports filing and submission of an electronic petition or application for immigration benefits using the Internet. Electronic Filing consists of two components: a front-end that collects the application and payment data, and a back-end that receives the collected information and distributes the data to the appropriate USCIS locations. Currently, the following applications and petitions may be submitted through E-Filing: • Form I-90, Application to Replace Permanent Resident Card • Form I-129, Petition for a Nonimmigrant Worker (Except for H-1B) • Form I-129S, Nonimmigrant Petition Based on Blanket L Petition • Form I-131, Application for Travel Document • Form I-140, Immigrant Petition for Alien Worker • Form I-539, Application to Extend/Change Nonimmigrant Status • Form I-765, Application for Employment Authorization • Form I-821, Application for Temporary Protected Status • Form I-907, Request for Premium Processing Service Additional applications and petitions will be made available for E-Filing in the future. Electronic Filing is currently located at the Department of Justice Data Center. The architecture of e-filing consists of two load-balanced Internet servers (Dell Poweredge 2950's), two load balanced Intranet servers (Dell Poweredge 2850's), two load balanced application servers (Dell Poweredge 2950's) and 2 IBM 7026 database servers.
E-Filing Objectives	The primary objective of E-Filing is to provide the customer with the ability to electronically submit benefit applications, conveniently take online payments and process these payments in a timely and accurate manner. Electronic Filing must provide the most current form types as determined by USCIS and maintain the relationship with Pay.gov for transaction processing. Additionally, E-Filing must ensure that the database is clean and accurate and capable of generating usage reports as needed. Electronic Filing software must be maintained so that it is scalable and flexible. New forms may be added, existing forms may be changed, and/or closer integration with other USCIS applications and/or operating environments may be requested.

E-Filing Coordination	Electronic Filing is an integrated application that communicates data with other separate applications. Below is the list of applications and systems with which E-Filing shares data: • Biometric Benefits Support System (BBSS) • Application Support Center (ASC) Biometric System • CLAIMS3 LAN • Enterprise Service Bus (ESB) Coordination with the above-referenced applications teams shall be required. Electronic Filing also interfaces with Pay.gov, a website coordinated by the Financial Management Service of the Department of Treasury that processes online payments for E-Filing.
E-Filing Maintenance Requirements	Electronic Filing is currently migrating to a new data center. The contractor shall be responsible for providing technical and logistical support to OIT, including the transitioning of the application to a virtualized environment, upgrading the database from Oracle 9i to Oracle 11g, testing application interdependencies, firewall rule support, and deployment support. The Contractor shall support the incorporation of queries against the E-Filing database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports as needed that are requested by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support planned adaptive and relevance maintenance actions, which may include adding new benefit types, adding new forms, and/or adding new user functionality. Future maintenance requirements may include: • Capability for applications and petitions to be filed electronically • Capability for electronic fee payment • Providing an electronic receipt of fee payment and application submission • Capability for USCIS to receive the application and fee payment data electronically • Capability for tracking the status of each e-filed form throughout the process • Capability for passing data to the C3 LAN system electronically • Capability for receiving bounced fee information • Capability for capturing and matching digital biometrics The Contractor shall also provide integration support for the Transformation Program Office (TPO) mission as determined by USCIS OIT. This includes, but is not limited to: transitioning form processing from E-Filing to the TPO Integrated Operating Environment (IOE) or similar enterprise interface, and the coordination of the transfer of external connections from E-Filing to IOE or similar enterprise interface as directed by TPO.

Integrated Card Production System (ICPS)	
ICPS Project	The Integrated Card Production System (ICPS) is a suite of related systems that include the Integrated Card Production System Print Services (ICPS-PS), the National Production System, (NPS), National Production System Web (NPS Web), and Secure Mail Initiative (SMI). The Integrated Card Production System is an automated benefit card packaging and routing system that supports USCIS examinations tasks. The Integrated Card Production System polls the Computer-Linked Application Information Management System 3 LAN (CLAIMS 3.0 LAN) database for benefit card print requests (CPR). Once a request has been found, ICPS-PS bundles all the biographic data and biometrics associated with the applicant for whom the print request was made. The data for the CPR is then routed through NPS and sent on for printing. The data populates an Oracle database and is then routed through the NPS and sent on for printing. Once the card has been printed, the results are sent back through the ICPS-PS for updating in the CLAIMS 3 LAN databases. Cards that are currently printed via the ICPS-PS/NPS workflow process are the Employment Authorization Document and Permanent Resident Card. The National Production System acts as a management system to centrally monitor and control CPR files from CLAIMS 3 LAN and ICPS-PS. By consolidating print requests for a particular card type from the Service Centers a given printer can focus on producing a single card type, minimizing the need to switch the printer to another card type during the business day. The architecture of NPS is based upon centralized collection and redistribution of print requests from the Service Centers and other systems. The current ICPS-PS in the Service Center continues to produce CPR files. However, instead of each ICPS print services system independently determining a print location, the CPR files are sent across the existing DHS Wide Area Network (WAN) to a central collection point, the NPS. Here they are examined to determine what type of cards they represent, temporarily stored on the NPS system, and distributed to a printer via a scheduling routine. NPS saves information about each card, including its originating site and application identifier, long enough to allow for recovery. NPS also has a Web component that is used by DHS and Service Center personnel to monitor system performance, set key operating parameters, produce reports, and manage the central NPS application. Secure Mail Initiative allows USCIS to track secure identity documents from production through delivery, combining the USCIS secure identity documentation system with an automatic version of delivery confirmation from the U.S. Postal Service. Information regarding the mail status of secure documents will be available to all USCIS customers through the USCIS National Customer Service Center and on the Internet via USCIS' Case Status Online system. Secure Mail Initiative uses an MS-SQL server and Ipswitch WS-FTP technologies. Information is uploaded to the U.S. Postal Service from production facilities daily and SMI periodically downloads data from U.S. Postal Service. It supports a web-based user interface for USCIS customer service staff and Service Center staff.

ICPS Objectives	The Integrated Card Production system will support the Transformation Program Office (TPO) effort, which will result in the modification of ICPS and its subsystems as USCIS transitions to paperless customer-focused processing. The Secure Mail Initiative will support TPO as well, and in the future provide more updates to Case Status On-line. Likewise, SMI must be configured to create and maintain the delivery confirmation number used with the U.S. Postal Service. The Secure Mail Initiative will also be transitioned to a DHS Data Center by FY2013.
ICPS Coordination	The Integrated Card Production System interfaces with CLAIMS 3 LAN, the Customer Relationship Interface System (CRIS), the U.S. Postal Service, and the Enterprise Service Bus (ESB). The Contractor will be required to coordinate activities with the Office of Intake and Document Production, Service Center Operations Directorate, Enterprise Services Directorate, and the Transformation Program Office, all at USCIS.
ICPS Maintenance Requirements	The Contractor shall adapt ICPS as needed to meet USCIS Transformation needs. It is expected that the Contractor shall modify SMI to create and maintain the delivery confirmation number as well as to interface with the TPO system.

Office of Communications

Customer Service Web Portal (CSWP)	
CSWP Project	The purpose of the Customer Service Web Portal is to provide a content management portal for the USCIS Office of Communications (OCOMM) and their communications with the public, while at the same time increasing USCIS business production; improving customer service; and increasing the quality, accuracy, and consistency in the determination of USCIS benefits eligibility. Portal technology has enabled content management efficiencies by consolidating informational, educational, and instructional immigration content at one site: USCIS.gov. This has reduced or eliminated the need to publish content on multiple independent sites across the organization. The Customer Service Web Portal currently uses the OpenText/Vignette platform of tools, which includes: Vignette Content Management, Vignette Application Platform, Autonomy (for search capabilities), Collaboration, Community Applications, and Dialog. The Web Services Branch is actively working with DHS and the OCOMM to examine potential replacement tools, focusing primarily on open source technologies. To meet business needs, a significant amount of custom Java coding has been done. This coding is based on defined, approved business requirements. The Customer Service Web Portal utilizes an Oracle database, runs on JBOSS, and interfaces with Akamai technologies for site protection and acceleration. Additional leveraging technologies and services include: GovDelivery, ForeSee Results, and Accenture Maxamine for metrics reporting. The hardware at origin is Sun-based server environment.
CSWP Objectives	The Contractor shall be responsible for sustainment of the current CSWP system and for the development of new capabilities as identified through relevance and adaptive maintenance requirements supplied by the Government. Federal resources, in this case the Web Services Branch, shall be ultimately responsible for managing the Contractor's work, developing additional requirements, and confirming the requirements through testing. The Contractor will supply technical development resources and shall be expected to support Web Services in completing non-coding related tasks. The Customer Service Web Portal content is the sole responsibility of the USCIS OCOMM. The Contractor shall not be responsible for creation of site content. The Contractor's role is limited to developing and supporting functionality to assist in OCOMM's content management needs, and in the business needs identified by the Government IT PM.
CSWP Coordination	The Customer Service Web Portal sustainment effort will require technical and programmatic coordination activities among OIT's Web Services Branch (in their role as managers of the technical solution), the USCIS OCOMM (in their role as the system business owner and primary content managers), OIT's Enterprise Infrastructure Division (in their role as managers of the USCIS infrastructure), the USCIS Transformation Program Office, and the various USCIS business owners requiring functionality to be implemented through CSWP. Currently, CSWP only interfaces with FIPS, which is managed by the USCIS National Security and Record Verification office. Additional interfaces may be required of CSWP as business requirements continue to evolve.
CSWP	The Contractor shall support the analysis of content to include broken links, duplicate files, spelling, language, adherence to standards, usage,

Maintenance Requirements	and adherence to best practices. In order to support content publishing, the Contractor shall support requests for immediate publishing which may involve clearing cache or expediting workflow queues. The Contractor shall take steps to improve system performance to meet established service levels. The contractor shall support the IT PM in creating reports describing Portal usage statistics. The contractor should expect to support any technical issues that arise with CSWP. This will involve supporting the Government IT PM in dealing with USCIS infrastructure resources, USCIS OCOMM, and other USCIS business owners as dictated by the business requirements. This will always include supporting Government IT PM and/or ISSO in all security reviews, assessments and documentation needs.
CSWP Application User Support	The Contractor shall provide CSWP training to the content management team and other interested parties; generally not to exceed twice per month. The Contractor shall support the maintenance of training materials and presentations.

Office of Information Technology

Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR)	
eCISCOR Project	The Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) operational data store is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires the implementation of new strategies, systems, and initiatives to support the various benefits application processes. Enterprise Citizenship & Immigrant Services Centralized Operational Repository is the first phase in building a USCIS data warehouse. The first step is to build an operational data store with limited transformation. In the second step, the data are fully transformed and integrated into a single data model within the structure of an approved data warehouse. Enterprise Citizenship & Immigrant Services Centralized Operational Repository will assume the role of an operational data store by incorporating data from nine of the USCIS primary databases, each being delivered as distinct releases to ensure that the data from each of nine source systems is represented in production as soon as possible. In addition, the eCISCOR operational data store can be used as the final migration data source for storing legacy data as part of a legacy decommission strategy. Release 1 of eCISCOR was developed by the USCIS OIT Data Interchange and Interoperability Branch (DIIB). Enterprise Citizenship & Immigrant Services Centralized Operational Repository is an Oracle 11g database that is located at a USCIS data center. All hardware and the production and staging database will be maintained and supported by the data center support team. The Contractor shall support the Informatica Extract, Transform, and Load (ETL) product that is used to populate the eCISCOR operational data store.
eCISCOR Objectives	Enterprise Citizenship & Immigrant Services Centralized Operational Repository is sponsored by the USCIS CIO and provides a common platform for USCIS end users to access and report on detailed and summarized transaction data replicated from USCIS and other external applications. The eCISCOR solution provides a cumulative view of legacy encounter-based (e.g., form-based) systems and will also provide limited person-centric query capability.
eCISCOR Coordination	Enterprise Citizenship & Immigrant Services Centralized Operational Repository will serve as a back-end repository for the USCIS-sponsored reporting application, Standard Management and Analysis Reporting Tool (SMART). Enterprise Citizenship & Immigrant Services Centralized Operational Repository will also connect with the TPO solution to pass legacy data as well as store new transactional data. A similar relationship exists between eCISCOR and Validation Instrument for Business Enterprises (VIBE). Enterprise Citizenship & Immigrant Services Centralized Operational Repository also passes a subset of data to the Immigration & Customs Enforcement (ICE) in support of the ICE Intelligence Decision Support ICE Pattern Analysis Information Collection (IIDS ICEPIC) initiative.
eCISCOR Operational Support Requirements	In concert with OIT Enterprise Architecture staff, the eCISCOR IT PM, and OIT Infrastructure Division, the Contractor shall analyze system performance and capacity utilization in order to develop recommendations for improvements. This shall include performance monitoring, and analysis and tuning of system components. The USCIS OIT and its data center support team will perform eCISCOR Unix and Windows server systems administration functions for the

	production and engineering environments (test and development). The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling to accommodate applications or processes running in the production or engineering environments that are outside of the normal baseline. The USCIS OIT Infrastructure Division and data center support team will perform eCISCOR basic database administration functions such as installation, creation of new schemas, tuning, the exportation or importation of data and running of database backups for the production environments. The OIT DIIB will provide all higher level database administration. The Contractor shall coordinate with the data center team and the OIT DIIB on any issues requiring special handling to accommodate applications or processes running in the engineering environments that are outside of basic database administration functions such as installation, tuning and the running of database backups which will be handled by USCIS OIT Infrastructure Division and data center support team. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes the support of installation in the Production environments, installation, configuration, and development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. The Government estimates one Full Time Employee (FTE) is required for the support of Informatica.
eCISCOR Maintenance Requirements	Enterprise Citizenship & Immigrant Services Centralized Operational Repository sustainment requires the Contractor to provide technical and programmatic coordination activities with the OIT data center support team and DIIB. The Contractor shall support the Informatica ETL tool and related components in the production and engineering eCISCOR environments. This support includes installation and the support of installation in the Production environments, configuration, development of Informatica Workflows, execution and trouble-shooting errors specific to Informatica and Informatica Workflows. Currently the eCISCOR standard maintenance window is every Sunday 6:00pm – mid-night. The USCIS data center support team and the Contractor shall provide support for monitoring Informatica production environment Workflows and all components pertaining to Informatica in eCISCOR production.

Kovair	
Kovair Project	Kovair Global Lifecycle version 6.0 is an enterprise level web-based Application Lifecycle Management (ALM) tool that USCIS OIT uses for requirements management. Kovair Global Lifecycle has the capability to provide lifecycle management functions for numerous systems engineering and services support functions, such as issue, test case, risk, task, and time management, as well as problem, defect, incident, and change management. The requirements function is the only Kovair entity currently implemented. It is used to manage the requirements of various USCIS applications, but has only been implemented in a pilot mode. Full enterprise rollout has not yet occurred. Kovair provides the capability to create custom entities, and a use case entity is currently being considered. Kovair Global Lifecycle has a built-in task-based process automation engine with a visual designer that allows multiple parallel paths. The process engine is used in the Kovair requirements management entity to route USCIS requirements for edit, comment, quality assurance, and approval based on roles. The Kovair implementation at USCIS is comprised of a production suite, a test suite, and a development suite. The development and test environments reside at a USCIS data center and are accessed remotely via Citrix. The Kovair application server consists of Windows Server 2003 SP2, Internet Information Server 6, Kovair 6.0, third party applications, and user licenses. The database server consists of Windows Server 2003 SP2, Internet Information Server 6, and SQL Server 2005 Enterprise SP3.
Kovair Objectives	Kovair ensures a single Government-owned and managed repository exists for application requirements. As applications move to the O&M phase, less risk is introduced if the requirements and their history are visible and known to the Sustainment Program. USCIS is still assessing Kovair for its applicability to the USCIS IT environment, and in the short term plans to pilot a use case entity with adaptors to input use data from Requisite Pro. Based on the results of the pilot, additional Kovair entities may be created.
Kovair Coordination	The Contractor shall coordinate efforts with the Transformation Program Office, OIT, and other stakeholders to gather the correct data elements needed to transfer information into and from Kovair as needed, to present the data is a usable format, to establish workable workflows, and to connect and configure adaptors to other stand-alone application lifecycle management tools.
Kovair Maintenance Requirements	The Contractor shall maintain and extend Kovair as needed. The Contractor shall create new and/or modify existing entities (or modules) in Kovair as well as configure and/or modify adaptors that are used for the exchange of data between Kovair and other ALM tools. New Kovair entities shall be either created from scratch or they may be based on existing templates provided by the Kovair vendor. New entities may include, but are not limited to, functions such as use case, requirements change management, test case, risk management, and/or defect tracking. The Contractor shall migrate existing requirements, use case, test case, and other data into Kovair as needed. The Contractor shall create views, report templates, and other objects enabled in Kovair so that data can be sorted, arranged, presented, printed, reported, and exported in a manner deemed usable by the stakeholders.
Kovair User Application Support	The Contractor shall ensure a Kovair training environment and training database is created and maintained, along with training scenarios that pre-populated in the database that support Kovair instruction. The Contractor shall provide instruction in the use of the tool and all installed, used, and configured entities. The Contractor shall create user documentation including, but not limited to, user guides, quick reference, and training documentation.

1.2.1 National Appointment Scheduling System (NASS)

NASS Project	The National Appointment Scheduling System (NASS) will provide USCIS with a centralized scalable national appointment scheduling system replacing the following scheduling systems: Scheduling and Notification of Applicants for Processing application (SNAP), CLAIMS 4 Scheduling Component, Adjustment of Status (AOS) Scheduler component of CLAIMS 3, InfoPass, Site Profile System (SPS), and Refugee Asylum and Parole System (RAPS) Scheduler. NASS shall include, but not be limited to, capabilities such as the following: • Provide scalability needed to manage increased appointment scheduling needs as a result of Legislative or other changes such as Immigration Reform • Enable USCIS to manage/allocate resources and manage nationwide appointment demands • Allow a multiple channel approach to scheduling appointments such as internet, phones, and batch scheduling • Allow customers to schedule and reschedule specified appointment types • Provide USCIS users the ability to manage scheduling and rescheduling of specific appointment types • Provide appointment scheduling services to other USCIS applications including ELIS and legacy applications leveraging ESB. These services can be provided through a graphical user interface, or as a system to system online or batch process. The final application release requirements will result from requirements gathering sessions. These requirements gathering sessions may include prototyping activities. Requirements shall be derived from existing USCIS applications, but may also include scheduling- related capabilities that do not exist in current systems and/or in systems maintained by the SPAS contract.
NASS Objectives	The goal of NASS is to provide USCIS with an enterprise-wide appointment scheduling system that will enable USCIS to better address the demands of its existing case load and to better implement new requirements as they emerge. The National Appointment Scheduling System is sponsored by the USCIS CIO in conjunction with USCIS Transformation program office (TPO) to provide a centralized scalable national appointment scheduling system that will subsume and replace the automatic scheduling for fingerprints, interviews, and oath ceremonies. currently provided by SNAP, CLAIMS 4, AOS Scheduler, InfoPass, SPS, and the RAPS Scheduler. The objective of USCIS is to use the Enterprise Print Management System (EPMS) for printing notices as applicable and SMART for canned and ad hoc reports.
NASS Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required as the applications and/or schedule functionalities are decommissioned. NASS will connect with USCIS legacy case management functionality and will also connect with the TPO solution.

<table>
<tr><td>NASS Operational Support Requirements</td><td>The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling that are outside of the normal baseline.</td></tr>
<tr><td>NASS Maintenance Requirements</td><td>The Contractor shall define, design, implement, test, and deploy enhancements to adapt appointment scheduling functionality currently provided by SNAP, CLAIMS 4, AOS Scheduler, InfoPass, SPS, and RAPS into a consolidated National Scheduler Service. In addition, NASS development will include Section 508 compliance.

It is envisioned that NASS will be built using the DHS Enterprise System Development Office (ESDO) Development Test as a Service (DTaaS) in Data Center 1 (DC1) or DC2, and that the Contractor shall support the deployment and sustainment of the application in the production environment using ESDO's Infrastructure as a Service (IaaS). The Contractor shall utilize an interface mechanism provided by the Government, such as Virtual Desktop Infrastructure (VDI), to interface with DTaaS and IaaS. Availability of the development and test environments might affect the delivery durations.

NASS shall be constructed in 4 phases, or releases, as follows:

<table>
<tr><th>Phases</th><th>Scope</th><th>Objective</th><th>Release Delivery</th></tr>
<tr><td>Ph I</td><td>• Appointment service for interactive and batch scheduling
• Applicant Service
• Profile/capacity service
• Security Service
• Integration of EPMS
• Integration of SMART</td><td>Support ELIS Release A2 Ph III</td><td>April 2013</td></tr>
<tr><td>Ph11</td><td>• NASS services for interactive & batch schedule of all SNAP forms
• Creation of NASS GUI</td><td>Support future ELIS Releases</td><td>August 2013</td></tr>
<tr><td>Ph III</td><td>• NASS services for interactive & batch schedule for all interview apps</td><td>Full support of ELIS future releases

Provide interactive & batch interview</td><td>February 2014</td></tr>
<tr><td>Ph IV</td><td>• Customer service appointments at FOs</td><td>Provide interactive scheduling for Customer Service appointments</td><td>July 2014</td></tr>
</table>
The contractor shall utilize an agile methodology while developing NASS. In using the agile methodology, the Contractor shall divide work into sprints and seek to achieve all of the requirements targeted for a given release. In the event target requirements cannot be implemented in the assigned release, they shall be placed in a backlog and re-prioritized by the Government. Of primary concern is delivery of functionality according to the schedule in the table above. The target requirements for Phase 1 are documented in "NASS Summary of Existing Scheduling Requirements", July 20, 2012. The Contractor shall ensure transparency into the agile development progress.</td></tr>
</table>

	Representative artifacts shall include, but are not limited to: daily iteration burn-down charts; periodic release and program burn-up charts; backlog and user stories are available to all stakeholders via Government-provided SharePoint (ECN), or other Government provided agile lifecycle methodology tool. The Contractor shall provide an architecture of the NASS application as a whole. The architecture must be approved by the Government IT PM prior to conducting sprints in which development work is performed. The architecture shall be scalable and accommodate the retirement of all scheduler components. It shall include a high-level design workflow, UI components, system interfaces, services, (security, profile/capacity, applicant, appointment, notification, and data), logical and physical data models, entity relationship diagrams, and descriptions of layers, models, reporting, and rules as appropriate. The Contractor shall provide NASS Agile development documentation, as defined by USCIS. These documents shall be provided within the timeframes referenced within the mutually agreed upon project schedule. Examples of documentation expected to be included are: • Capabilities and Constraints - CAC • Critical Task Schedule - CTS • Cost Estimate - CE (LCCE) • Program Oversight Plan - POP • Test and Evaluation Master Plan - TEMP • Team Process Agreement - TPA • Definition of Done - DoD • Program Backlog - PBK • Release Backlog - RBK • Sprint Backlog - SBK • System Design Document - SDD • ISSO and C&A support is not required for NASS. These functions will be provided by the Government.

Remedy

Remedy Project

USCIS has implemented BMC's Remedy v 7 products to support various teams within USCIS OIT. Remedy v7 provides USCIS with the following key features and benefits:

- Integrates Information Technology Infrastructure Library (ITIL) processes with service desk, incident, problem, change, asset, and service level management workflows
- Unifies ITIL processes with integration to systems management for proactive and continuous improvement of service quality
- Synchronizes processes around a single view of infrastructure and business dependencies with the Configuration Management Database (CMDB)
- Accelerates implementation of ITIL with deep workflow integration on a single platform, data model, and UI
- Enables outsourcers or enterprises to serve multiple customers with one server via a multi-tenant architecture

Remedy v7 is a commercial-off-the-shelf (COTS) product and has been implemented using recommended vendor guidelines for the application installations. Agency specific customizations have been made throughout the application and these are fully documented. Currently, the Incident, Knowledge Management, Service Request Management and Change Management Modules are deployed and in use. Other Remedy v7 components (Problem Management, Release Management, Asset Management, Service Level Management, & CMDB) have been installed as part of the base application but will not be available for use with Release 2.0.

Remedy Software includes:

System	Applications Installed	Purpose
System P550 (1) – Production Database	Oracle v10.2.03.0	Application Database
Database	Oracle Client v10g	Connection between application server and database
System P550 (1) – Replication Database	Oracle v10.2.03.0	Replication Database
	Oracle Client v10g	Connection between production database and replicated database
System P520 (1)	IBM Websphere IBM HTTP Server v 6.0.2.21 (Version 6, Refreshpack 2, Fixpack 21)	Web Server to support Mid Tier Application

		*IBM HTTP Server is based on Apache v 2.0.47	
	System P520 (1)	Remedy ARS v7.1.00 Patch 6	Primary Application Software – maintains connection to Oracle Client
	Remedy Application Software	Remedy Incident Management v 7.0.03	Vendor provided application for Incident Management
		Remedy Problem Management v 7.0.03	Vendor provided application for Problem Management
		Remedy Change Management v 7.0.03	Vendor provided application for Change Management
		Remedy Asset Management v 7.0.03	Vendor provided application for Asset Management
		Flashboards 7	Vendor provided application for Graphical Display of data
		Dashboard Application v7	Vendor provided application for Graphical Display of Change Management data
		Email Engine v7	Vendor provided application to send and receive email
		CMDB v 2.1 p5	Vendor provided application for CMDB (Configuration Management Database)
		SLM V7.1	Vendor provided application for Service Level Management
		Assignment Engine V7	Vendor provided application to perform automatic request assignments
		ITSM Help Application	Vendor provided application to facilitate online help of the application
		Windows 2003 Server	
	Remedy KMR Production	MySQL v5.0	Application Database – used only for application indexing – actual articles are not stored in the database
Remedy Objectives	The primary objective of Remedy is to provide an automated capability for OIT support teams and staff to place and work requests of all types. This includes changes, incidents, and requests (to include procurement). Within the next two years, the goal it to expand the Remedy Service to include problem management automation, as well as standing up a CMDB for Configuration Item (CI) tracking. This may include supporting BMC Discovery tool. Remedy will also expand to provide senior management insight into internal OIT processing by utilizing Remedy Dashboards.		

Remedy Coordination	The Contractor must proactively coordinate between multiple process owners to gain requirements and ensure that shared components within the tool are agreed to. The Contractor must be able to coordinate outages and maintenance with USCIS Service Desk, USCIS SNOC, and other support teams.
Remedy Maintenance Requirements	The Contractor shall support the Remedy maintenance requirements for all modules of the application environment and user access. The Government anticipates completing the follow types of sustainment maintenance for Remedy during the performance of this SOW: • Enhancements to support agency need across existing modules • Enhancements to support the needs of new and existing users • Support increase in volume of tickets • Enhancements to support different views and additional roles. • Expand Remedy functionalities to include canned and ad hoc reports • Support changes to ensure the application meets Section 508 requirements
Remedy User Application Support	The Contractor shall provide support to the Remedy training environments. The Contractor shall support user documentation including, but not limited to user guides, quick reference, and SELC documentation.

SAS	
SAS Project	Historically, each time a new USCIS system is developed, a new reporting mechanism is created. Current reporting and analytics capabilities are built into each particular system application creating numerous reporting and analytics mechanisms throughout the USCIS environment. These reporting and analytics mechanisms are created from both Commercial-off-the Shelf (COTS) and custom applications resulting in silos of reporting and analytics applications without an enterprise reporting tool standard. For most USCIS systems, the available report functions are either minimal or nonexistent. This is primarily due to tight timelines and budgets during the implementation cycle with reporting requirements typically being identified late in the implementation lifecycle. None of the existing systems contain truly flexible ad hoc reporting and analytics capabilities and to compensate for this, data are manually exported from each particular system into other software applications, such as MS Excel and MS Access, where additional manual effort is required to meet the agency's reporting needs. The result is a series of disparate and disconnected reporting systems. In early 2008, the USCIS OIT completed extensive market research, and documented results in a study titled, "Standard Management Analysis Reporting Tool (SMART) Business Intelligence Products Study". The primary objective of this study was to provide information on Enterprise Reporting COTS product assessment, evaluation and product recommendation for SMART that will meet both the current and future USCIS reporting needs. The assessment scope included product vendors from Actuate, Oracle, Cognos and SAS. USCIS has existing investment and has previously implemented reporting capabilities from all four product vendors with users within the agency.

	Based on information gathered from the USCIS stakeholders, product demonstrations, product functional and technical documentation, existing system documentation, market research and analysis, the product capability matrix, Voluntary Product Accessibility Templates (VPAT's) and cost with consideration for cost offsets from the existing investment; SAS was ultimately determined as a predictive modeling tool. SAS' strength is in the area of the robustness and maturity in Predictive Modeling.
	
	Currently, SAS is running on the Windows Server 2003 platform and being used by approximately 60 users in the Office of the Chief Financial Officer, Fraud Detection & National Security, and the Office of Performance and Quality.
	
	The SAS Business Intelligence platform as currently configured at USCIS consists of the following components:
	• Base SAS 9.2
	  o SAS/STAT
	  o SAS/CONNECT
	• SAS Information Map Studio
	• SAS Data Integration Studio
	• SAS OLAP Cube Studio
	• SAS Add-In for Microsoft Office (AMO)
	• SAS Enterprise Guide (individually licensed)
	• SAS Web Report Studio
	• SAS Web Delivery Portal

SAS Objectives	The objective for SAS is to provide predictive modeling results, specifically for the development of data integration and business intelligence solutions that will enable the following: • Consolidate and manage disparate data sources across the enterprise so that data becomes a valuable asset to drive decisions and create value in the organization • Provide standard and ad-hoc reporting capabilities across the organization • Provide a user-friendly suite of tools for reporting, statistical analysis of large quantities of data, and a programming environment for generation of specific tools Using a flexible, iterative, and evolving planning process, the Contractor shall collaborate with OIT and other USCIS stakeholders to develop and mature a SAS implementation methodology for the purpose of providing usability and capability to meet USCIS enterprise reporting needs.
SAS Coordination	The Contractor shall coordinate with operations personnel as required (at least annually) to test the SAS Business Intelligence platform backup and restoration plan and procedures. The Contractor shall also coordinate with the DBA on source database systems including, but not limited to, C3, C4, and National File Transfer System (NFTS).
SAS Operational	The Contractor shall create user accounts, and set up user client tools on the user desktop with the assistance of Tier 1 Service Desk support.

Support Requirements	The Contractor shall be responsible for deploying all releases, patches, and upgrades to the SAS Business Intelligence platform and application components at USCIS prior to migration to the USCIS data center. After migration, the Contractor shall support data center staff who will deploy releases, patches, and upgrades to SAS.
SAS Maintenance Requirements	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.
SAS Application User Support	SAS Tier 2 User Support Services shall include, but not be limited to: • Supporting users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Providing business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assisting users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Records and Information Management Applications

Alien's Change of Address Card (AR-11)	
AR-11 Project	Alien's Change of Address Card (AR-11) is a computerized, standalone system that tracks DHS change of address forms (AR-11s). These forms contain current address information on immigrants and non-immigrants residing in the U.S. The keying contractor inputs and validates the data provided on the AR-11 Change of Address forms. The data is then converted and transferred electronically to the AR-11 Change of Address database. Alien's Change of Address Card is an online display system that requires no online updates. Alien's Change of Address Card supports more than 34,000 users and is located on a multiple virtual storage mainframe platform at a Department of Justice (DOJ) data center. In the near term, AR-11 will be moved from the DOJ data center to a DHS data center. The system is available at DHS offices throughout the U.S. and in numerous foreign countries. The new web-based Customer Relationship Interface System (CRIS), Change of Address Component (CoA), is an expansion of the current AR-11 interface job with the AR-11 data input contractor.. The function of CRIS is to reduce the number of AR-11s received and processed by the AR-11 data input contractor, and automate the steps in the manual AR-11 process. Alien's Change of Address Card does not send information to any external information systems. Alien's Change of Address Card does receive data from the CRIS system. Alien's Change of Address Card is an online display system, with no online updates. Most of the address data is sent by mail to, and entered by, a contractor (currently ACS in London, Kentucky). Once entered, ACS transmits the information to be uploaded nightly to the AR-11 mainframe application. These update transactions are applied to the AR-11 database. The web-based CRIS CoA also receives address data and sends it to the mainframe where it is applied to the database using the same application process. Alien's Change of Address Card is a mainframe production application located and maintained at the DOJ Data Center. Department of Homeland Security customers and employees access this application in a common fashion through Wide Area Network (WAN) and Transmission Control Protocol/Internet Protocol (TCP/IP) log-in connections from locations throughout the country. Alien's Change of Address Card transmission files are sent to the DOJ Data Center from the data entry contractor, several times a day. The files include address data that is to be added to the AR-11 database. Based on the process the data entry contractor uses, CRIS is now in production and reduces the number of AR11s received and processed by the AR11 data input contractor, and automates the steps in the manual AR-11 process. Every morning the files are checked to ensure that they were sent without any errors, before the information is updated to the database. The principal hardware component(s)' manufacturer for AR-11 is IBM. The production AR-11 system operates on a hierarchical database run on an IBM Z/OS host computer that resides at the DOJ Data Center. It is operational seven days a week, approximately 23 1/2 hours a day. Routine maintenance may periodically result in a brief period of unavailability. Typically, this maintenance occurs during off-peak periods. The development system for AR-11 is an IBM Z/OS host computer that resides in the Washington DC area.

AR-11 Objectives	The objectives of AR-11 are to support the Director's priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS and to provide statistical reporting to other agencies. Alien's Change of Address Card has no major system enhancements planned but will be an interim part of the Transformation Program Office functionality. Continued minimal contract support is anticipated to maintain current level and possible decommissioning.
AR-11 Coordination	The Contractor may be required to coordinate upload activities with the data entry contractor and/or other contractors, as necessary. In addition, the Contractor will frequently work with users.
AR-11 Operational Support Requirements	The Contractor shall support the current AR-11 system interface(s), AR-11 Database, ad hoc reporting, , and connectivity for the system.
AR-11 Maintenance Requirements	The Contractor shall support the continued development of requirements for real-time interfaces with USCIS and other DHS systems.
AR-11 Training Support	The Contractor shall provide support to the AR-11 training labs as follows: • Coordinate and assist AR-11 and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the USCIS training environment in support of on-going end-user training classes.

Central Index System (CIS)	
CIS Project	The Central Index System (CIS) collects and disseminates automated biographic and historical information related to individuals of interest to DHS and other agencies. A subsystem of CIS is Transaction Record Keeping System (TRKS), which provides security and audit information for CIS searching and updating information. The Central Index System is run out of a Department of Justice (DoJ) Data Center. In the near term, CIS will be moved from the DOJ data center to a DHS data center. The Central Index System is updated both on-line and in batch processing. All batch production jobs are run nightly and are scheduled and submitted by Production Services. Online users are connected to the mainframe by the Control Protocol/Internet Protocol (TCP/IP) log-in from locations throughout the country and internationally. The Central Index System has more than 34,000 users who generally access the application from remote File Control Offices (FCOs).

	Department of Homeland Security internal employees have been granted access to the CIS database. Other external users have "read only" access to CIS and include, but are not limited to, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE),Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), Office of the Inspector General (OIG), Health and Human Services (HHS), Social Security Administration (SSA), National Reconnaissance Office (NRO), United States Probation Office, and the State Department (DoS). All users must access the system formally through terminal emulation software and TCP/IP access. All users have cleared access to system resources granted through the DHS PICS Office. The production CIS system operates on a relational/network database run on an IBM Z890 server that resides at the DoJ Data Center. It is operational 7 days a week, approximately 23.9 hours a day. The development system for CIS is also an IBM Z890 server that resides at a DoJ Data Center. The Central Index System mainframe application resides on an IBM mainframe Model 2098 P02 platform, processing at approximately 500 million instructions per second (MIPS), and is located at a DoJ Data Center. The operating system is z/OS 1.11, which uses a shared System Managed Storage (SMS) disk pool. The database is designed with a network structure; the database management system is CA-IDMS Release 16.1. Database and file backup jobs are run daily by operations personnel at the DoJ Data Center. The data center maintains its own secure on-site and off-site storage facilities for all backups of CIS data. The alternate storage site is at a separate DoJ data center. Backup tapes for the CIS components are stored at the data centers housing the components. The NRC , USCIS Service Centers, USCIS Field Offices, USCIS Headquarters, ICE, CBP, HQ OSI, and DHS OIG request and/or produce a constantly evolving array of Congressional, HQ and local ad hoc, statistical, and trend analysis reports on a daily, weekly, and monthly basis. Often these reports are a moving target and the offices cannot predict what reports will be requested from one week to the next. Currently, USCIS uses data extract utilities and Ad Hoc and Reporting against the CIS database among othersto generate reports. The contractor must support these Databases to effectively maintain their reporting duties providing ad hoc reports when needed/requested. In order to accommodate the ad hoc access requirements of CIS users, while providing for best-optimized performance and stability of the CIS application, a separate Oracle instance will contain the current production data.
CIS Objectives	The objectives of CIS are to support the Director's priority for Management Information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title 44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS; facilitate transfer of hard copy files among USCIS field locations; and provide statistical reporting to other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible. In addition, an interface between CIS and both CBP's E3 database and ICE's ENFORCE database needs to be developed utilizing the Enterprise Service Bus in order to automate the creation of a physical A-File by ICE and CBP. This would help reduce concerns over data not being readily available in CIS, reduce the number of duplicate empty jackets and files being used, and increase overall data integrity of the A-File.

CIS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS) 3, CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS) via ESB, Re-Designed Naturalization Application Casework System (RNACS), Fugitive Operations Support Center (FOSC), and Law Enforcement Support Center (LESC). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
CIS Maintenance Requirements	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting , and wireless connectivity for the system. The Contractor shall support the continued development of CIS requirements, which include removing file tracking functionality from CIS and making NFTS the system of record for all file tracking within USCIS. The Contractor shall support CIS to expand Interface Processing for developing real-time interfaces with CIS and other DHS systems including, but not limited to, E3 and ENFORCE, as identified above.
CIS Training Support	The Contractor shall provide support to the CIS training labs as follows: • Coordinate and assist CIS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the CIS training environment in support of on-going end-user training classes.

Enterprise Document Management System (EDMS)	
EDMS Project	The Enterprise Document Management System (EDMS) is a content repository for USCIS to ingest, store, and retrieve digitized versions of immigrant-related documentation. These files include but are not limited to A-Files and receipt files. The digitization of files will expand to additional file types as requirements, processes and technologies evolve. This system, or "system-of-systems," is comprised of several COTS products that have been configured and integrated to provide the required capabilities. One of the primary goals of EDMS is to provide a holistic, integrated view of A-Files. Documents are captured and digitized through various methods. Once captured, they are packaged and stored in the EDMS repository until requested by an EDMS user. Users of EDMS have the ability to access an electronic version of immigrant-related documentation and research information as required. This capability means that the speed with which users can access A-file information has been reduced from days to minutes. The Enterprise Document Management System possesses a full text search capability. The system provides digitization notification to Central Index System (CIS) via the Enterprise Service Bus (ESB), system interfaces for delivering A-Files

and A-File documents to FIPS and the General Counsel Electronic Management System (GEMS). An additional capability was developed for the ingestion and support for surfacing Receipt Files to the user – this is a separate segment of EDMS with a separate URL and login.

USCIS currently has approximately 100 million A-files and related immigration files and receives approximately 6 million applications for benefits each year. United States Citizenship &Immigration Services must be able to accommodate the present environment as well as potential Congressional initiatives, such as the Temporary Worker Program, that will require USCIS to process 12 million new applications over a six month period. Enterprise Document Management System is currently scaled up to 10% concurrency of total users up to 15,000 however, the planned addition of CBP and Department of State users could increase this user base to 30, 000 users.

Internal EDMS interfaces include:

- National File Tracking System (NFTS)
- General Counsel Electronic Management System (GEMS) [anticipated]
- FOIA Information Processing System (FIPS) [anticipated]
- Central Indexing System (CIS)
- Scan on Demand Application (SODA)

External EDMS interfaces include:

- Record Digitization Facility (RDF)
- Lockbox

The Software Architecture of EDMS parallels the hardware architecture, and is comprised of COTS products including BEA Weblogic (Presentation), JBoss Application Server and Chilkat ZIP (Service Management and Orchestration), and EMC Documentum.

BEA Weblogic Application Servers provide the user interface (UI) components for accessing EDMS. This includes a search layer that interfaces with the Enterprise Content Management (ECM) software to search and surface results for end users. Additionally, it provides the application layer for the Records Division to edit metadata for an A-File. Generis has a servlet that applies watermarks to outgoing content that is hosted by BEA Weblogic.

Documentum Content Servers provide the document content management layer to ingest documents into the EDMS system and hosting for the DocSecure watermarking services. Documentum Index Servers provide the indexing of A-File documents and metadata into the SQL servers. This also supports the Documentum FAST search capabilities for surfacing search results

The JBoss Application Server provides web services deployment infrastructure for system interfaces and hosting for Chilkat ZIP compression services. Microsoft Active Directory (AD) provides identity management components of EDMS. Microsoft SQL Servers provide the primary RDBMS environment. Network Appliance SAN and NAS provide the primary storage for images and index.

EDMS Objectives	Two primary objectives of the USCIS' Enterprise Document Management System (EDMS) are to serve as a major legacy system repository for A-Files, and T-Files (scanned by the Records Digitization Facility (RDF) and Scan On Demand Application (SODA) at NRC), and as a repository for current Receipt Files (scanned by JPMChase/Lockbox facilities), as well as to provide a web interface for vetted users to access the scanned copies of the A-Files, T-Files, and Receipt Files. The current user base consists of USCIS and ICE users. The goal is to provide additional access to CBP and Department of State and other entities such as the DHS Office of the Inspector General. This goal relies on the multidomain authentication capabilities of the system. Current system architecture will need to be reviewed and capability enhanced prior to any significant increase to the user base. The goal of this redesign is to maintain an acceptable standard of service.
EDMS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS), CLAIMS4.0, TECS -SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), Refugee Application Processing System (RAPS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS), Central Index System (CIS) and the Re-Designed Naturalization Application Casework System (RNACS). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
EDMS Maintenance Requirements	The Contractor shall support the EDMS maintenance requirements for all tiers of the application environment and user access. USCIS anticipates completing the follow types of sustainment maintenance for EDMS during the performance of this SOW: • Enhancements to support TPO's Case Management system (Integrated Operating Environment) • Enhancements to support the needs of new and existing users • Support increase in volume of digitized files from ingest facilities into EDMS repository • Enhancements to support different views, additional roles, and printing options • Expand EDMS functionalities to include canned and ad hoc reports using SMART The Contractor shall keep EDMS current for subsequent absorption into Transformation's case management solution and work with OIT to scope and implement an expanded EDMS architecture to support a larger user base as needed.
EDMS User Application Support	The Contractor shall provide support to the EDMS training labs as follows: • Coordinate and assist OIT and Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the EDMS training environment in support of on-going end-user training classes.

Electronic Reading Room Document Preparing Project (ERRDPP)

ERRDP Project	The USCIS Enterprise Services Directorate (ESD) has a mandate, under the Freedom of Information Act (FOIA), to supply Administrative Decisions, contract information, and Frequently Requested Documentation to the public. The Electronic Reading Room Document Preparing Project (ERRDPP) provides USCIS FOIA Office with a system to prepare and allow the general public to view documents approved by the Electronic FOIA Act. The Electronic Reading Room Document Preparing Project includes the capability of processing selected content, redacting personal identifying information, and posting documents onto the Electronic Reading Room (ERR) content page, which is located on the USCIS.gov website. The Electronic Reading Room Document Preparing Project solves the issues inherent with scanning, storing, and publishing items that are required to be displayed to the public electronically. The project is also tasked with providing these capabilities to FOIA in one user interface. FOIA's need to adhere to the Privacy Act when publishing the information to the web is a high priority; redacting sensitive information for administrative decisions is a mandate of the Privacy Act and a deterrent to fraud. Approximately 400-600 administrative decisions are transferred to FOIA per week. Of these, approximately 1,300 documents are processed monthly for publishing to the CSWP. As the ERR content page becomes recognized by the public, the content of the website is expected to display a wider range of documents. A goal of the ERRDPP is to increase the priority level and the visibility of the ERR Program and the service it provides to the public. Currently, there are many locations where the public can search for frequently requested USCIS documents. The system plan is for the ERR content page to become the central location or clearinghouse for both public and internal USCIS employees to access frequently requested FOIA documents. The Electronic Reading Room Document Preparing Project focuses on information accessibility and uses the business process to facilitate the creation of an automated workflow application in an effort to address the business needs of the ESD. At the core of the ESD is the need to manage the flow of information from FOIA to the public and internal USCIS employees. The Electronic Reading Room Document Preparing Project includes the ability to reduce the current manual processing required to prepare Administrative Appeals Decisions, contracts and frequently requested FOIA documents for publication to the ERR content page on the USCIS.gov website. It also provides the ability to generate statistical reports to review the content that is processed through the automated workflow. The initiative consists of the following subtasks for the creation of the automated ERRDPP workflow: • Digitization: Converts hard copy FOIA documents to digital format • Redaction: Provides the ability to electronically redact sensitive information for administrative decisions to adhere to the mandate of the Privacy Act; a deterrent to fraud • Quality Assurance (QA): Provides the ability to electronically review the digitized documents to ensure accuracy, proper redaction or formatting, prior to publication to the ERR content page • Publication: Provides the ability to publish content that is approved during the quality assurance phase to the ERR content page through the USCIS content management repository • Reports: Provides the ability to generate management level statistical reports to review the content that is digitized and processed through the ERRDPP workflow

	The Electronic Reading Room Document Preparing Project utility is a client server based application. The current ERRDPP software baseline consists of the following: Altasoft (DotImage Document Imaging v3.0 SDK) ; Microsoft (.NET Framework 1.1, Microsoft Visual Studio .NET 2003, Microsoft Data Access Components (MDAC) 2.6,); Seagate (Crystal Reports 8.0), Oracle (Oracle 9.2.0.7) and Adobe (Adobe 7).
ERRDP Objectives	The objectives for ERRDPP are to improve customer satisfaction with RIMD by expeditiously posting administrative decisions and other required documents to ERR. The ESD must also comply with the Paper Reduction Act (PRA) and the Government Paper Elimination Act (GPEA) as a main function of the office; must coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including Federal, state, and local agencies and the private sector.
ERRDP Coordination	There are no external ERRDPP interfaces. The Electronic Reading Room Document Preparing Project does not support an automated interface but maintains a manual interface to the USCIS Customer Service Web Portal (CSWP). ERRDPP documents that are ready for publishing are manually delivered via DVD on a monthly basis to the CSWP team for posting to the USCIS website.
ERRDP Maintenance Requirements	The Contractor shall be tasked with providing a written report (White Paper) on existing processes for collecting, reviewing, and making documents available to internal and external customers via the Internet and intranet; and make recommendations on implementation procedures for automating those processes to improve efficiency and reduce cost. The Contractor shall then assist the project team in developing corrective, adaptive, and relevance maintenance requirements and then implementing those requirements in ERRDPP releases.
ERRDP Training Support	The Contractor shall provide support to the ERRDPP training labs as follows: Coordinate and assist ERRDPP and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. Perform periodic database clean-up of the ERRDPP training environment in support of on-going end-user training classes.

Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	
FIPS Project	The U.S. Citizenship and Immigration Services (USCIS) uses the Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) to process requests from any person or entity seeking to obtain USCIS agency records. The Freedom of Information Act (5 USC § 522) established "an effective statutory right of public access" to federal agency records upon request by any person or entity. The Privacy Act of 1974 as amended (5 USC § 522a) established access to and amendment of Federal government records pertaining to U.S. citizens and/or lawful permanent residents. Freedom of Information Act Information Processing System uses document imaging, work flow, and other technologies to enable USCIS to manage the FOIA/PA case lifecycle for the more than 100,000 requests received annually while enabling the

paperless processing of FOIA and PA requests.

FIPS primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software. The following items comprise the internal FIPS components:

- Global 360 Case Manager – provides new functionality for workflow, auditing, and other case management functions
- Global 360 Process Manager – runs the underlying workflow component
- Global 360 Information Manager – stores documents and scanned images and associated annotations. The system also provides an archiving feature
- Global 360 Image Viewer – provides thin-client software to view images and add annotations
- Oracle 11g – maintains all data including FOIA/PA attributes and information for Global 360
- WebLogic – provides the web server component prior to Global 360
- Captiva InputAccel – scans paper documents, indexes the files, and exports them for Global 360
- SAP Crystal Reports Server – generates the operational, management, and annual reports using a custom interface
- Sun Java J2SE Development Kit 5.0 Update 20 and Solaris – programming language used for the customization and extension of the Global 360 Case Manager system
- .Net – programming language used for specific requirements to interact with local machine capabilities
- Acrobat 8 Professional
- Dell OpenManage Server
- IMC Convert to Tiff Service
- McAfee VirusScan Enterprise
- Kofax Virtual Rescan
- Netapp Winscp
- Sophos AntiVirus Scanner
- Microsoft Windows

Freedom of Information Act Information Processing System needs to interface with the following external systems:

- DHS email – users need to be able to add email messages and their attachments into FIPS as responsive records; users need to be able to create and send email messages with attachments both within and outside DHS for tasks such as staffing and acknowledgement letters
- Electronic Document Management System (EDMS) A-File Repository – users need to be able to access the information in the A-File repository and have copies downloaded into FIPS as tracked and redactable documents
- USCIS *Web* Portal – Requesters need to be able to submit electronic FOIA requests and track their status in the process

Currently, the primary location for the majority of operational hardware is a Department of Justice Data Center, undergoing a migration to a USCIS Data Center. Additional user-associated data input equipment (i.e. scanners) is located at the National Records Center (NRC). In addition, Application support – FIPS 7 has two thick client applications that will require maintenance and support for scanning and printing. The interactions between the FIPS system, the COTS application and database, and the local PC require troubleshooting and resolution. Additionally the program requires direct support to run queries and information developed in coordination with the Government. These queries often have a

	short turnaround time due to the nature of the operations. In addition, FIPS uses Dell servers; SunFire V490; Captiva application servers that support the FIPS image capture system and facilitates upload to the local NRC database, an EMC SAN, various routers and switches, several high speed scanners, and production CD Burners located at the NRC: Rimage Protégé II; Fujitsu 5750C/si-6770 Scanners; Hewlett Packard LaserJet 8000 DN.
FIPS Objectives	The sustainment support objectives for FIPS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
FIPS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with FIPS. Currently, these systems include (but not limited to): Enterprise Document Management System (EDMS), Customer Service Web Portal (CSWP), Enterprise Service Bus (ESB), and Microsoft Outlook.
FIPS Maintenance Requirements	The contractor shall perform adaptive maintenance to upgrade or convert the system to adapt to changes in system requirements or processing environments. Proposed maintenance activities include, but are not limited to: • Add templates required for processing Government contract related FOIA request with the related sequence of document description. • Add functionality to dispose of duplicate cases. • Add capability to process the supplementary release of records out of the original case in FIPS. • Enable remote access to FIPS7 for FOIA processors who tele-work. • Add capability to count cases in circular search status in the existing FOIA request backlog. • Enhance the case count to eliminate referred cases and duplicate cases already processes from the FOIA Annual Report. • Add FIPS7capability to tabulate fees that should be charged to requesters. • Add FIPS7capability to generate and export reports in Excel, MS Word, and HTML. • Add FIPS7case fee waiver tracking and alert functionalities. • Add search function to responsive records with the capability to search meta-data and full text.
FIPS Training Support	The Contractor shall provide support to the FIPS training labs as follows: • Coordinate and assist FIPS and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the FIPS training environment in support of on-going end-user training classes.

Microfilm Digitization Application System (MiDAS)	
MiDAS Project	The HQ Records Division, as part of the Enterprise Services Directorate under USCIS, must conserve, restore, and preserve information contained in more than 100 million alien records. These records are housed in record sets consisting of; the Master Index (MI) microfilm, Flex-O-Line microfilm and/or microfiche (strips), and paper and microfilm Naturalization and Citizenship , and paper and microfilm immigrant and other alien records (Historical Records). The purpose of the MiDAS system is to improve the management and retrieval of records. There are approximately 47 million MI records and, to date, all have been converted into MiDAS. The Flex-O-Line contains the complete entry information on aliens registered from 1940 to 1950. No more than 2/3 of the Flex-O-Line records have been converted and entered into MiDAS. Over 26 million Historical Records (HR) consisting of Certificate Files (naturalization certificates, petitions, declarations, "odd" derivatives and repatriation certificates), Alien Registration Forms (AR-2) and Microtex records and some other small set of microfilm-based records have been converted for inclusion in MiDAS 2.1. Additional records and files remain in paper, microfilm, and digital format and are candidates for inclusion in MiDAS. The Genealogy Program was created in the Records Division with the objective of improving service to the public regarding historical records information requests pursuant to Public Law (PL) 106-553 of December 21, 2000. This is a fee-for-service operation that will eventually allow the Records Division to recover costs for providing historical records services to the general public. MiDAS needs to be enhanced to better support Genealogy operations both internally and via the e-Commerce MiDAS web module. The MiDAS system is designed to meet the business needs of Records Operations and Genealogy. The MiDAS system consists of seven components: MiDAS Search Engine (MSE), Records Operations Web Request site, Records Operations Case Management Toot (CMT), Genealogy Web Request site, Genealogy CMT; and two reporting components, Actuate reports for Records Operations and for Genealogy. MiDAS has the ability to retrieve data and images based on indexes and track the work flow of a request placed in either the Records Operations Web Request site or the Genealogy Web Request site The current MiDAS software baseline consists of the following VB.Net , XML, JavaScript, SQL, DHTML, Oracle 9i~11g, Seibel 7.xx~8.x.x standard and high interactivity modes.
MiDAS Objectives	The objectives of this MiDAS project are to: expand records and indices available electronically (MSE); improve internal user interface (CMT); and update and improve web request interfaces (e-commerce and Request sites). It is very important to have reliable case management tracking and reporting. Records Division must also coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including federal, state and local agencies and the private sector.

	The sustainment support objectives for MiDAS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
MiDAS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with MiDAS. Currently, these systems include (but not limited to): Pay.gov. In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
MiDAS Maintenance Requirements	USCIS anticipates completing the follow types of change directives for the MiDAS system during the performance of this Task Order: • The Contractor shall support the incorporation of queries against other sources of data in order to comply with Congressional mandates, Federal Regulatory Laws, and business owners requirements. • The Contractor shall support the ORM-IRPSP envisioned turnkey solution from initial data capture through final resolution. The application will capture necessary data from request forms; generate automated search requests, track the progress and status of each request, and provide search request reports as described in the documentation provided by the DHS. • The Contractor shall support the MiDAS Web Based maintenance requirements. • The Contractor shall support development of reference information integrated into the MiDAS System (on-line help). • The Contractor shall support the planned conversion of additional data and images for inclusion in the MiDAS system.. • The Contractor shall support updates to the CMT to provide a unified tracking for search requests, expanded reporting, and refined case management processes.
MiDAS Training Support	The Contractor shall provide support to the MIDAS training labs as follows: • Coordinate and assist MIDAS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the MIDAS training environment in support of on-going end-user training classes.

	NFTS includes a real-time type interface to the Computer-Linked Application Information Management System (CLAIMS 3 and CLAIMS 4) and EDMS (Enterprise Document Management System).
NFTS Objectives	The purpose of NFTS is to support the DHS priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among USCIS, ICE, and CBP; and provide statistical reporting to USCIS offices and other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible.
NFTS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with NFTS. Currently, these systems include (but not limited to): Computer-Linked Application Information Systems; Refugees, Asylum, and Parole System (RAPS); The Central Index System (CIS); Re-Designed Naturalization Application Casework System (RNACS); SMART; eCISCOR and the National Archives and Records Administration's Systems. In addition, the Contractor will frequently work with users.
NFTS Maintenance Requirements	Maintenance requirements will include the removal of file tracking functionality from the Central Index System (CIS) so that NFTS is the system of record for all file tracking within USCIS. This includes allowing NFTS to generate all external requests for files in the system and providing the updated information on location and transfer to the Central Index System via the File Transfer Display Transaction. The National File Tracking System will be required to support the capture of information that will enable USCIS to assign a fee for each transaction in NFTS performed to, by or for other agencies. A system report that can be pulled to support the invoicing of fees associated with Records services will accompany the fee for service capability. The system will be required to adapt to additional interfaces inside USCIS, DHS, and other Federal agencies To include updates of new A-Files created by ICE and CBP via interfaces. This includes engineering real-time interfaces with the Central Index System (CIS). Contractor support of the system may include follow-up training, audits of files, and working at the site directly with users resulting in travel to targeted DHS sites. In addition, NFTS shall be modified to allow the audit function to be used to immediately update the location of a file and mark files that have previously been marked "lost" as "found". Also, the system has not had any major releases in the last five years. There are over 100 system change requests (SCRs) currently approved by the Customer Review Board and tentatively identified as being part of a release that need to be reviewed and scheduled in at least two major releases during this fiscal year. A major release must include substantial portion of these SCRs (no less than 30) unless it is determined by the Contractor, OIT, and the Business program that it cannot be accomplished.
NFTS Training Support	The Contractor shall provide support to the NFTS training labs as follows: • Coordinate and assist NFTS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems.

	• Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the NFTS training environment in support of on-going end-user training classes.

Scan on Demand Application (SODA)	
SODA Project	Scan on Demand Application (SODA) refers to the process whereby user requested paper A-Files are converted into digital records. This process has enabled USCIS to provide requested A-Files to the user community in a quicker, more efficient fashion. The primary groups of DHS personnel making requests to view A-Files through SODA are: U.S. Immigration and Customs Enforcement (ICE), U. S. Customs and Border Protection (CBP), and USCIS FOIA/PA Program. On a monthly basis, ICE, CBP and USCIS FOIA/PA currently request to view thousands of A-Files; on average, ICE requests more than 100,000, CBP requests more than 20,000, and FOIA/PA requests more than 8,000. Currently, if the National Records Center (NRC) receives an e-mail request for a file that is located at their facility, the file is delivered to the SODA area for processing. The Records Digitization Facility (RDF) in Kentucky is also tasked with scanning and indexing A-Files. Select file populations are chosen for scanning at the RDF. In either case, the resulting digitized A-Files are then ingested into the Enterprise Document Management System (EDMS) for persistent storage and later retrieval. The interface for loading A-Files into EDMS is well defined and was designed to accommodate additional sites besides the NRC and RDF facilities. Currently, SODA's only interface is with the Enterprise Document Management System (EDMS), the USCIS electronic document repository. The A-Files scanned through the SODA process are uploaded into EDMS using the current EDMS A-File ingestion process. The details of the interface are described in the EDMS /SODA Interface Control Agreement (ICA) document. The function of the SODA/EDMS interface is to provide a notification to EDMS that a digitized A-File is ready for ingestion, to convey the location of the A-File prepared by SODA, to provide the digitized A-File in the approved format, and to retrieve either notification of a successful ingestion or error messages detailing the reasons for the lack of a successful ingestion. The A-File processing for SODA currently only takes place at the NRC, but may expand due to Transformation or other needs. All of the steps in the SODA process, from generating pull tickets through and including quality assurance, take place at the NRC. Once processing is complete, the batch is converted into PDF format and staged for ingestion into the EDMS repository. The Captiva-based imaging server then makes the electronic files available for ingestion by EDMS. For SODA data backup, the Dell servers boot from the SAN and the Sun servers have the database stored on the SAN. The SAN is replicated to a DHS data center SAN as the back-up methodology. A local back-up system and library is installed at the NRC for the high speed IBML scanners and the associated servers. Currently, the data retention period for scanned files is 3 to 4 weeks. The purpose of a local storage is to serve as a temporary repository prior to uploading the digitized A-files for persistent storage in the EDMS repository.

	The SODA equipment primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software.The production environment consists of the following principal hardware components: Ten Dell PowerEdge 2950 computer servers whose functions include image capture, file transfer, imaging, archive-imaging and reports - three of these servers are used to support the IBML; two Sun SPARC Enterprise T5240 servers that are used as Oracle database servers; one FAS2050 Network Appliance used for image storage; ten Fujitsu 5750C/6770i Scanners used as auxiliary scanners for documents; two Kodak I620 scanners that are used to scan documents for batches with Expedited treatment; and two IBML Trak3 scanners used for general production scanning of documents. The following software is used in the production environment: Oracle Database Server Version 10.2.0.2.0 based on the Sun servers; Visual Basic custom utility application Visual Studio 2008 on the client machines; Microsoft Access 2003 custom utility application on the Administrator client machines; Captiva InputAccel (image capture system) 5.3 SP3 on the Dell servers; Kofax Virtual Rescan document image software on the client scan machines; Microsoft Windows XP operating system SP3 on the client workstations; Windows Server 2003 Enterprise Edition operating system SP2 on the Windows servers; Oracle Client administrator version 10.2g on the client stations and Dell servers; IBML Soft Trac scanner administration software version 5.65R1 on the IBMLs; McAfee Virus Scan Enterprise version 8.6 on all Windows servers and clients; Microsoft SQL server database server version 2005 on the IBMLs; Solaris Sun operating system version 10 on the Sun servers; Sophos AntiVirus scanner version 10 on the Sun servers and Backup Exec back up agent version 10 on the IBML servers.
SODA Objectives	The objective of SODA is to provide a process used to convert requested (or demanded) paper A-Files into electronic records residing within the Enterprise Document Management System (EDMS). This process enables USCIS Records to provide multiple users with access to requested A-Files at the same time and eliminate mail costs. The goal of SODA is to employ current image-capture technology to digitize A-Files on an as-needed basis in an efficient and effective manner.
SODA Coordination	The Contractor shall coordinate with the EDMS team to ensure the continued smooth operation of both systems as related to the ingestion interface. The Contractor shall also collaborate with the teams running the USCIS IT monitoring tools (ArcSight and OpNet Ace/Panorama) in order to proactively take charge when trends leading up to ingest issues start appearing and reactively when ingest issues occur on the SODA side of the ingest process.
SODA Operational Support Requirements	The Contractor shall support the current SODA system interface and the ad hoc database, service-wide inventory functionality, records analysis utility, and connectivity for the system.
SODA Maintenance Requirements	The Contractor shall be required to support any planned expansion of the SODA application and work with OIT to stay in compliance with OIT policies; support the requirements created by the NRC and Headquarters Records Division with releases that will enhance the performance of the system to the level needed. Proposed maintenance activities include, but are not limited to: • Expand SODA functionalities to include canned and ad hoc reports using SMART. • Increase SODA capabilities to support the ingestion of 54,000,000 pages per year.
SODA	The Contractor shall provide support to the SODA training labs as follows:

Training Support	• Support SODA and OIT staff members with the development, implementation, and documentation of the SODA training environment. • Support the creation and presentation of training materials as required. • Perform periodic database clean-up of the SODA training environment in support of on-going end-user training classes.

Refugee, Asylum, & International Operations

Asylum Pre-Screening System (APSS)	
APSS Project	The Asylum Pre-Screening System (APSS) was developed and deployed in 1996 to support processing of illegal aliens who might have a plausible case for asylum in the United States. Initially, the Asylum Pre-Screening Officer program was to have focused on the screening of individuals who are detained pending exclusion hearings, with the object of paroling qualifying detainees until their hearings before an Immigration Judge. After passage of new immigration legislation in late FY 96, however, the scope of the system was expanded to include asylum pre-screening for individuals encountered at any ports of entry and at any point within the U.S. The Asylum Pre-Screening System was developed to allow USCIS (formally INS) officers and management to track and manage casework, schedule interviews, update relevant findings and decisions, generate reports, and assess the effectiveness of the asylum pre-screening program. The system provides the following capabilities: • Capture of case data • Case tracking support • Control of case interviews • Generation of management and statistical reports • Support the District Directors' parole decisions quality assurance review The current APSS software baseline consists of the following: IBM 3093 Platform; COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages; and Polytron Version Control System (PVCS) Tracker, Migration Request Tracking System (MRTS), and Visio PC Packages. The Asylum Pre-Screening System data is stored in a centralized Integrated Database Management System (IDMS) network database. The online data entry system provides users with inquiry and update capability. The system is comprised of five principal components: case maintenance, interview maintenance, decision maintenance, inquiry, and system maintenance. The Asylum Pre-Screening System has no internal or external interfaces.
APSS Objectives	The objective is to retire APSS and include the functionality in the TPO Case Management system.
APSS Coordination	The Contractor shall coordinate with the Asylum office throughout the lifecycle of the program
APSS Maintenance	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that cause APSS to malfunction.

Requirements	

Refugees, Asylum and Parole System (RAPS)	
RAPS Project	Refugees, Asylum and Parole System (RAPS) was developed and implemented in April 1991 to provide case tracking support; automated exchange of information with other USCIS and external systems; and generation of standard forms and correspondence. Until the development of RAPS, there had been no systematic way to track asylum cases, or to derive accurate statistics on the asylee population. Responses to inquiries about the numbers and nationalities of asylees who had been or who were being processed by the USCIS necessitated manual searches and reporting by the district office staff around the country. To alleviate these problems, a centralized automated system was developed to support the processing of currently active casework and new asylum applications. Effective January 1995, new legislation (Asylum Reform) went into effect that provided for coordinated processing of asylum cases between USCIS and the immigration courts. The purpose of the legislation was to discourage aliens from applying for asylum as a means for obtaining employment authorization documents. It provided that processing of all asylum applications by both USCIS and the courts had to be completed within 180 days; with the result that applicants were no longer eligible for work documents until their application was granted or until the 180-day period had passed. Under Asylum Reform, USCIS was given the first 60 days in which to complete its processing of the application, either granting the case or referring it to an immigration court; the courts had the remaining time to complete their process. To support the requirements of Asylum Reform, the RAPS database was completely redesigned, and new software to support the accelerated processing of casework was implemented. The original intent to include refugee and parole casework in RAPS was abandoned in the early 1990s, and therefore RAPS tracks only asylum cases. The current RAPS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RAPS Objectives	The objective is to retire RAPS and include the functionality into the TPO Case Management system. The RAPS scheduler component will continue to be supported until its functionality is subsumed by NASS
RAPS Coordination	Coordination with the Refugee, Asylum and International Operations, Office of Transformation Coordination (OTC) and Department of State, through OIT, will be required.
RAPS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Application User Support	The Contractor shall perform periodic database clean-up of the RAPS training environment in support of on-going end-user training classes.

Parole Case Tracking System (PCTS)	
PCTS Project	The Parole Case Tracking System (PCTS), used by Refugee Affairs International Operations (RAIO) provides casework data entry and tracking for both Significant Public Benefit Paroles (SPBP) and Humanitarian Paroles (HP), and is in use at DHS HQ, California, and Florida. Specific functions include data entry, forms generation, and reporting. The Parole Case Tracking System currently has no automated interfaces with any other system. The Parole Case Tracking System generates paper forms that are used as part of a manual interface with other Federal agencies and other organizations within the DHS. Federal Law grants to the U.S Attorney General the authority to parole into the U.S., for humanitarian or other reasons, any person otherwise ineligible for admission, and to establish criteria for determining eligibility for parole. The Attorney General has delegated that authority to DHS. The Parole Office, within IAO, is responsible for the handling of SPBP cases and HP cases for Asia. The other two overseas district offices currently have responsibility for the processing of humanitarian paroles for their districts. Significant Public Benefit Paroles are generally requested by law enforcement agencies, and typically involve short-term visits for the purpose of testifying in criminal trials or involvement in other law enforcement activities. Humanitarian Paroles are issued to individuals, otherwise ineligible for admission, for reasons such as medical care, the death of a family member and other humanitarian reasons. The Parole Case Tracking System has been designed to allow the capture and reporting of all required information related to these activities, as well as the tracking of SPBPs until they depart from the U.S. PCTS is a client/server application running on a Dell 2950 Server using Windows 2003 Server, Oracle 11g, EMC Networker, Crystal Reports, and Visual Basic. PCTS is planned to be decommissioned on December 31, 2011 and Optional CLINs shall be exercised to continue performance beyond this date.
PCTS Objectives	The primary objective of this project is to continue PCTS sustainment activities. It is expected that the PCTS functionality will be replaced by another system. The contractor shall provide support for various IT activities such as data center maintenance, software updates, migrations, user issues and installation, helpdesk inquiries, decommissioning, etc. as needed.
PCTS Coordination	PCTS is a standalone system that does not interface with any other systems. Contractor coordination will only be required with the PCTS project team and RAIO.

PCTS Maintenance Requirements	USCIS anticipates completion of only those maintenance activities which are deemed minimally necessary to support the system during the performance of this SOW. The goal is to keep the system operational until such time as a replacement is ready to support the functionality.
PCTS Application User Support	The Contractor shall provide support to the users and the PCTS team as needed. The Contractor shall update and maintain the User Manual as needed. No formal user training is required.

Appendix 2: Application Support Summary

The following table provides data that summarizes application sustainment metrics. The estimated numbers of releases are estimates only. The actual number may vary depending on the maintenance needs that arise within a year. There can be one or multiple System Change Requests (SCRs) within a single release. The actual numbers of releases, and SCRs within a release, may vary depending on the maintenance needs that arise within a year.

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
APSS	1-2	N/A	3-5	8am – 8pm	5	Major: - 0 Mod. - 1 Minor: - 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 2 Weekly – 1	Low	900	0
AR-11	1-2	Lab Support	1	8am – 5pm	0	Major – 0 Mod. – 0 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 11	Low	2,300	1
BBSS	10-20	N/A	700	8am – 8pm	30	Major – 1 Mod. – 1 Minor – 4	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Bi-Weekly – 2 Monthly – 2	Medium	3,000	10
CLAIMS 3	15	N/A	100	8am – 8pm	360	Major – 2 Mod. – 15 Minor – 36	**C3 MF:** Eng. Env. – Yes Prod. Env. – Yes **C3 LAN:** Eng. Env. – Yes Prod. Env. – Yes	**C3 MF:** Eng. Env. – Yes Prod. Env. – Yes **C3 LAN:** Eng. Env. – Yes Prod. Env. – Yes	Daily – 4 Bi-Weekly – 4 Monthly – 4	Very High	20,000	20
CLAIMS 4	41	User Tng Lab Support	615	8am – 8pm	69	Major – 1 Mod. – 3	Eng. Env. – Yes Prod. Env –	Eng. Env. – Yes Prod. Env –	Daily – 15 Bi-Weekly – 2	High	4,304	11

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Minor – 14	Support Only	Support Only				
CIS	10-15	N/A	25	8am – 5pm	20-25	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 25 Weekly – 10 Monthly – 2 Quarterly – 3	High	34,000	18
CPMS	5	N/A	200	8am – 8pm	30	Major – 1 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 45 Monthly – 4	Medium	20,000	1
CMIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1250	0
CRIS	N/A	User Tng Lab Support	75	8am – 8pm	100	Major – 2 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	750-1250	4
CSWP	1-5	User Tng	100	9am – 6pm	Major – 10 Mod. – 20 Minor – 35	Major – 1 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,600,000	1
EASS	1	N/A	4	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	204	1
eCISCOR	N/A	N/A	1	9am – 6pm	Major – 4 Minor – 25	Major – 3 Mod. – 0 Minor – 15	Eng. Env. – Support Only Prod. Env – No	Eng. Env. – No Prod. Env – No	N/A	Medium	0	3
EDMS	5-10	Lab Support	75	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6	High	15,400	5

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
E-Filing	15	Lab Support	50	8am – 8pm	Major – 12 Mod. – 20 Minor – 40	Major – 0 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	40,000	2
ERRDPP	1-5	Lab Support	3	8am – 5pm	1-3	Major – 0 Mod. – 1 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	Low/ Medium	200	1
FD-258 EE	6-12	N/A	2	8am – 8pm	5	Major – 0 Mod. – 0 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	10	3
FD-258 MF	4	N/A	10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Weekly – 1 Monthly – 4	Medium	15,000	5
FDNS-DS	10-15	Lab Support	100	8am – 8pm	50	Major – 3 Mod. – 3 Minor – 12	Eng. Env. – No Prod. Env – No	Eng. Env. – No Prod. Env – No (Yes for locally-dev. DB per Operational Support Requirements)	Daily – 2	High	1,000	1
FIPS	8-10	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 4 Bi-Weekly – 3 Monthly – 6 Yearly – 3	High	175	3
FMNS	1	N/A	4	8am – 8pm	4	Major – 0 Mod. – 0	Prod. Env – Support Only	Prod. Env – Support Only	N/A	Low	300	1

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Minor – 1						
ICMS	2	N/A	3	8am – 8pm	40	Major – 0 Mod. – 3 Minor – 0	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	4,500	1
ICPS	5	N/A	25	8am – 8pm	25	Major – 2 Mod. – 6 Minor – 4	Eng. Env. – Yes Prod. Env. – Yes	Eng. Env. – Yes Prod. Env. – Yes	Daily – 3	High	150	5
InfoPass	2-5	Lab Support	50	8am – 8pm	10-15	Major - 0 Mod. - 3 Minor - 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30,000	0
Kovair	1-2	Lab Support User Training	10-20	9am – 5pm	90	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	100-200	1
MiDAS	25	Lab Support	30	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1	High	1,050	2
NASS	N/A	Lab Support User Training	50	8am – 8pm	25	Major – 2 Mod. – 0 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	30,000	10
NCSC Siebel	N/A	User Tng Lab Support	15	8am – 8pm	25	Major – 1 Mod. – 1 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	750-1000	5
NFTS	30	Lab Support	110-132	8am-8pm	Major – 30	Major – 2	Eng. Env. – Yes	Eng. Env. – Yes	Daily – 35	High	17,000	8

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
					Mod. – 60 Minor – 80	Mod. – 3 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only	Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1			
PCTS	1-2	N/A	5-10	8am – 8pm	24	Major – 0 Mod. – 0 Minor – 6	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	30	0
RAPS	25	N/A	9	8am – 8pm	10	Major – 1 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 30 Weekly – 19 Monthly – 6 Ad Hoc Daily – 1 Yearly – 1	Medium	12,000	14
Remedy	20	Lab Support	300	8am – 8pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 3	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	High	24,000	Current: 2 Future: 4
RNACS	2	N/A	5	8am – 8pm	3	Major – 0 Mod. – 0 Minor – 2	Prod. Env – Support Only	Prod. Env – Support Only	Daily – 85 Weekly – 83 Monthly – 190 Ad hoc Daily – 20	Medium	2,300	8
SAS	1-3	N/A	50	8am – 8pm	2	Major – 1 Mod. – 1 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – No Prod. Env – Yes	N/A	Low	30-45	0
SNAP	10	N/A	30	8am – 8pm	25	Major – 0 Mod. – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	2,000	3

Application	Task Service Estimates											
	Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Est. SCRs per Year	Estimated Releases per Year	DBA Admin	System Admin	Production Control Jobs	Com-plexity	Number of Users	Number of Interfaces
						Minor – 3						
SPS	15	N/A	10	8am – 8pm	20	Major – 0 Mod. – 2 Minor – 5	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Low	24	2
SODA	2	User Tng Lab Support	240	7am – 7pm	Major – 12 Mod. – 40 Minor – 80	Major – 2 Mod. – 2 Minor – 2	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	Daily – 3 Monthly – 2	Medium	100	1
Visa Services	2	N/A	5	8am – 8pm	5	Major – 1 Mod. – 1 Minor – 1	Eng. Env. – Yes Prod. Env – Support Only	Eng. Env. – Yes Prod. Env – Support Only	N/A	Medium	3,000	2

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00019	12/10/2012	TFM130029	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE	[redacted] (b)(4)	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $3,165,652.00

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.232-22 Limitation of Funds, FAR Clause 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to:

1. Fund the National Appointment Scheduling System (NASS) in accordance with the Statement of Work. NASS pricing is based on CSC's National Appointment Scheduling System cost proposal dated September 19, 2012 (the funds are obligated under the NASS SLIN 1007AE in the amount of [redacted] and Travel CLIN 1011 in the amount of [redacted] (b)(4)

2. Realign funds between SLINs and Sub-SLINs for the Option 1.

3. Add Clause FAR 52.232-99 (DEVIATION) (AUG 2012), requiring prime contractors to pay small business subcontractors on an accelerated timetable to the maximum extent

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
[redacted] (b)(4) (b)(6)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
CONTRACTS LEAD	12/14/12	Monica L. Rutherford (Signature of Contracting Officer)	12/14/12

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	practicable, in accordance with FAR 1.108(d): 52.232-99, Providing Accelerated Payment to Small Business Subcontractors (DEVIATION) (AUG 2012) (a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor. (b) Include the substance of this clause, including this paragraph (b), in all subcontracts with small business concerns. (c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act. AAP Number: 65207 DO/DPAS Rating: NONE The total amount obligated of [redacted] for the Base Period and Option Period 1 on this Task Order has increased by $3,165,652.00 for a new total obligated amount of [redacted] The total amount obligated of [redacted] for the Option Period 1 on this Task Order has increased by $3,165,652.00 for a new total obligated amount of [redacted] (b)(4) The total contract value of [redacted] remains unchanged. Obligated Amount for this Modification: $3,165,652.00 All other terms and conditions remain unchanged. CHANGES FOR LINE ITEM NUMBER: 1001AB Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from [redacted] CHANGES FOR LINE ITEM NUMBER: 1001AF Obligated Amount for this modification: [redacted] (b)(4) Incremental Funded Amount changed from Continued ...	(b)(4) (b)(4)			

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1007AA.1 Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1003AA.1 Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1007AE Total Amount changed from [redacted] to [redacted] (b)(4) Incremental Funded Amount changed from [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 1001AF.1 Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1011 Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] to [redacted] (b)(4)				
	CHANGES FOR LINE ITEM NUMBER: 1001AB.1 Obligated Amount for this modification: [redacted] Incremental Funded Amount changed from [redacted] (b)(4) Delivery: 30 Days After Award Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Change Item 1001AB to read as follows(amount shown is the total amount): Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (b)(4) (F)
1001AB	Customer Profile Management System (CPMS) Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1001AF to read as follows(amount shown is the total amount):				[redacted]
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Fully Funded Obligation Amount$ [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1001AF.1 to read as follows(amount shown is the total amount):				
1001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1001AB.1 to read as follows(amount shown is the total amount):				
1001AB.1	Customer Profile Management System (CPMS) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AA.1 to read as follows (amount shown is the total amount):				(b)(4) [redacted]
1003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA.1 to read as follows (amount shown is the total amount):				
1007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AE to read as follows (amount shown is the total amount):				
1007AE	National Appointment Scheduling System (NASS) -- TPO Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1011 to read as follows(amount shown is the total amount):				(b)(4)
1011	Travel - NTE / ODC Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				[redacted]

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00020	03/21/2013	Multiple	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS	USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	
		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011
CODE [redacted] (b)(4)	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)	Net Increase:	$34,935,811.84
See Schedule		

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.232-22 Limitation of Funds, FAR Clause 52.243-2 Changes
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to:

1. Fully fund Option 1 CLINs and SLINs (with one exception of 1004AA FDNS-DS SLIN that is partially funded).

(b)(4)

Four requisitions funding the CLINs and SLINs are: OIT130010[redacted], CISOIT13071[redacted] FDS130049[redacted], and TFM130041[redacted]

The total estimated cost and not to exceed (NTE) fixed fee per SLINs and Travel/ODC CLIN are listed under each SLIN and CLIN accordingly.

2. Remove Option 2 eCISCOR SLIN 2007AA from the task order as a result of the transition of

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] CONTRACTS LEAD	3/22/13	Arthur J. Nestle 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	3.25.2013

(b)(4)

(b)(6)

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	the eCISCOR during the current period of performance. The total estimated cost and fee of that SLIN were decreased by [redacted] from [redacted] (b)(4)				
	3. Adjust the total estimated cost and fixed fee of some SLINs between related Plain and TPO SLINs. These SLINs are: -1001AB CPMS and 1001AB.1 CPMS TPO -1001AF SNAP and 1001AF.1 SNAP TPO -1003AA CLAIMS 3 and 1003AA.1 CLAIMS 3 TPO -1007AA eCISCOR and 1007AA.1 eCISCOR TPO The reasons for this adjustment are funding and a need to shift the requirements work between Plain and TPO SLINs. (b)(4) The total amount obligated of [redacted] for Option 1 on this task order has increased by $34,935,811.84 for a new total obligated amount of [redacted] (b)(4) The total amount obligated of [redacted] for (b)(4) this task order including Base and Option 1 periods has increased by $34,935,811.84 for a new total obligated amount of [redacted] (b)(4) All other terms and conditions of the task order remain the same. AAP Number: 65207 DO/DPAS Rating: NONE Delivery: 30 Days After Award Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Change Item 1001AA to read as follows(amount shown is the obligated amount):				(b)(4)
1001AA	Biometrics Benefits Report System (BBSS) Total Est Cost [redacted] NTE Fixed Fee: [redacted] Fully Funded Obligation Amount [redacted] (b)(4) Continued....				[redacted]

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AA.1 to read as follows(amount shown is the obligated amount):				
1001AA.1	Biometrics Benefits Report System (BBSS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00				0.00
	Change Item 1001AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AB	Customer Profile Management System (CPMS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1001AB.1 to read as follows(amount shown is the obligated amount):				
1001AB.1	Customer Profile Management System (CPMS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted]				0.00
	Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1001AC to read as follows(amount shown is the obligated amount):				
1001AC	Employment Applicant Submissions System (EASS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun[redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AE to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AE	Fingerprint Masthead Notification System (FMNS) (up to Sept 30, 2012) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Change Item 1001AF to read as follows(amount shown is the obligated amount):				0.00
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Continued ...				0.00

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1001AF.1 to read as follows(amount shown is the obligated amount):				
1001AF.1	Scheduling and Notification of Applicants for Processing (SNAP) -- TPO Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted]				0.00
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1001AG to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AG	Site Profile System (SPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AH to read as follows(amount shown is the obligated amount): Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (b)(4) (F)
1001AH	Visa Services Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1002AA to read as follows(amount shown is the obligated amount):				[redacted]
1002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1002AB to read as follows(amount shown is the obligated amount):				
1002AB	Customer Management Information System (CMIS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1002AC to read as follows(amount shown is the obligated amount):				(b)(4)
1002AC	National Customer Service Center (NCSC) Siebel Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amou[redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1003AA to read as follows(amount shown is the obligated amount):				
1003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cos[redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun[redacted] Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4)				
	Change Item 1003AA.1 to read as follows(amount shown is the obligated amount):				
1003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount[redacted] Accounting Info: ENTPRNT 000 EX 20-05-00-000 Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1003AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: SPEC000 X01 EX 20-01-00-000 12-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AB.1 to read as follows(amount shown is the obligated amount):				
1003AB.1	Computer-Linked Application Information Management System 4 (CLAIMS 4) -- TPO Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1003AC to read as follows(amount Continued ...				0.00

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (b)(4) (F)
	shown is the obligated amount):				
1003AC	FD 258 Mainframe Fingerprint Tracking System Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AD to read as follows(amount shown is the obligated amount):				
1003AD	Interim Case Management Solution (ICMS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AE to read as follows(amount shown is the obligated amount):				
1003AE	InfoPass Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITINFO0 000 EX 20-01-00-000 Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1004AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1004AA.1 to read as follows(amount shown is the obligated amount):				
1004AA.1	Fraud Detection and National Security Data System (FDNS-DS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1005AA to read as follows(amount shown is the obligated amount):				
1005AA	Electronic Filing (E-Filing) Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1005AA.1 to read as follows(amount shown is the obligated amount):				
1005AA.1	Electronic Filing (E-Filing) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1005AB to read as follows(amount shown is the obligated amount):				0.00
1005AB	Integrated Card Production System (ICPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1006AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1006AA	Customer Service Web Portal (CSWP) Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA to read as follows(amount shown is the obligated amount):				(b)(4)
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA.1 to read as follows(amount shown is the obligated amount):				[redacted]
1007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Continued ...				0.00

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1007AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1007AB	SAS Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1007AC to read as follows(amount shown is the obligated amount):				
1007AC	Remedy Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AD to read as follows(amount shown is the obligated amount):				
1007AD	Kovair Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AE to read as follows(amount shown is the obligated amount):				
1007AE	National Appointment Scheduling System (NASS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Change Item 1008AA to read as follows(amount shown is the obligated amount):				0.00 (b)(4) [redacted]
1008AA	Alien's Change of Address Card (AR-11) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AA.1 to read as follows(amount shown is the obligated amount):				

Continued ...

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1008AA.1	Alien's Change of Address Card (AR-11) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1008AB to read as follows(amount shown is the obligated amount):				0.00
1008AB	Central Index System (CIS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AB.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AB.1	Central Index System (CIS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1008AC to read as follows(amount shown is the obligated amount):				0.00
1008AC	Enterprise Document Management System (EDMS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Continued ...				0.00

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EDMS000 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1008AD to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AE to read as follows(amount shown is the obligated amount):				
1008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AF to read as follows(amount shown is the obligated amount): Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F) (b)(4)
1008AF	Microfilm Digitization Application System (MiDAS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AG to read as follows(amount shown is the obligated amount):				[redacted]
1008AG	National File Tracking System (NFTS) Total Est Cost: [redacted] Fixed Fee Ceiling: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1008AG.1 to read as follows(amount shown is the obligated amount):				
1008AG.1	National File Tracking System (NFTS) -- TPO Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1008AH to read as follows(amount shown is the obligated amount): Continued ...				0.00

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (b)(4) (F)
1008AH	Scan on Demand Application (SODA) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1009AA to read as follows(amount shown is the obligated amount):				[redacted]
1009AA	Asylum Pre-Screening System (APSS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1009AB to read as follows(amount shown is the obligated amount):				
1009AB	Refugees, Asylum and Parole System (RAPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

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COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1009AC to read as follows(amount shown is the obligated amount):				
1009AC	Parole Case Tracking System (PCTS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Accounting Info: ITPCTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Change Item 1011 to read as follows(amount shown is the obligated amount):				0.00
1011	Travel - ODC with the NTE ceiling [redacted] Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
2007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) This SLIN is transitioned out and removed from the task order Amount: $0.00(Option Line Item)				0.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00021	05/03/2013	FDS130066	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $666,168.49

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

CHECK ONE	
X	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. FAR 52.232-20 Limitation of Cost; 43.103(b) Types of contract modifications - unilateral
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to fully fund Option 1 1004AA FDNS-DS SLIN in an amount of $666,168.49.

The total amount obligated of [redacted] (b)(4) for Option 1 on this task order has increased by $666,168.49 for a new total obligated amount of [redacted]

The total amount obligated of [redacted] for this task order including Base and Option 1 periods has increased by $666,168.49 for a new total obligated amount of [redacted] (b)(4)

All other terms and conditions of the task order remain the same.

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Monica L. Rutherford	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Monica L Rutherford (Signature of Contracting Officer)	5/8/13

NSN 7540-01-152-8070
Previous edition unusable

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	AAP Number: 65207 DO/DPAS Rating: NONE Delivery: 30 Days After Award Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Change Item 1004AA to read as follows(amount shown is the total amount):				
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				666,168.49

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 20

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00022	06/14/2013	Not a funding action	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.232-20 Limitation of Cost; FAR 52.243-2 Changes - Cost Reimbursement;
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to:

1. Reallocate funds from under burning SLINs to over burning SLINs, and adjust cost and fee values.

2. Add a requirement regarding:

Personally Identifiable Information (PII) and Privacy Act Training for Contractors

The performance of this contract has been determined to have the potential of allowing access, by Contractor employees, to Personally Identifiable Information (PII), which is protected under the Privacy Act of 1974, as amended at 5 USC §552a. The Contractor is

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted] (b)(4) (b)(6) IS PROFESSIONAL	Monica L. Rutherford
15C. DATE SIGNED 6/18/13	16B. UNITED STATES OF AMERICA Monica L Rutherford (Signature of Contracting Officer) 16C. DATE SIGNED 6/19/13

NSN 7540-01-152-8070
Previous edition unusable

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	responsible for ensuring all employees who have access to information protected under the Privacy Act complete annual mandatory USCIS Privacy Awareness Training. All new Contractor employees shall complete PII training within 30 days of entry on duty. The Contractor shall use the web-based training titled A Culture of Privacy Awareness which is available through the USCIS LearningEdge training system http://learningedge.uscis.dhs.gov. Any employees who do not have access to the LearningEdge training system shall take the training via a DVD, which will be provided by USCIS. The Contractor shall certify as soon as this training is completed by its employees and annually thereafter on December 31st. The certification of the completion of the training by all employees shall be provided to both the COR and CO. 3. Place names of Key Personnel working on the task order SOW, Section 11, Contract Personnel, and Task Order, Section Additional Task Order Terms and Conditions, HSAR Clause Incorporated in Full Text, HSAR 3052.215-70 Key Personnel or facilities (DEC 2003): (b)(4) [redacted] Program Manager Technical Director Security Manager EVM Manager. 4. Change SOW Section 11, Contract Personnel, to read as follow: Prior to removing, replacing, or diverting any of the key personnel, the Contractor shall notify the Contracting Officer and the Contracting Officer Representative (COR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.(b)(4) The total amount obligated of [redacted] for this task order including Base and Option 1 periods remain unchanged. This modification is not a funding action, and is at no additional cost to the government. Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	All other terms and conditions of the task order remain the same. AAP Number: 65207 DO/DPAS Rating: NONE Delivery: 30 Days After Award Discount Terms: Net 30 Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 FOB: Destination Change Item 1001AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AA	Biometrics Benefits Report System (BBSS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1001AB to read as follows(amount shown is the obligated amount):				
1001AB	Customer Profile Management System (CPMS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1001AB.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AB.1	Customer Profile Management System (CPMS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AC to read as follows(amount shown is the obligated amount):				
1001AC	Employment Applicant Submissions System (EASS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1001AE to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AE	Fingerprint Masthead Notification System (FMNS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1001AF to read as follows(amount shown is the obligated amount):				
1001AF	Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1001AG to read as follows(amount shown is the obligated amount):				
1001AG	Site Profile System (SPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] Fully Funded Obligation Amount [redacted] (b)(4) Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1001AH to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1001AH	Visa Services Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1002AA to read as follows(amount shown is the obligated amount):				
1002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1002AB to read as follows(amount shown is the obligated amount):				
1002AB	Customer Management Information System (CMIS) Total Est Cost: [redacted] NTE Fixed Fee: Continued ... (b)(4)				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1002AC to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1002AC	National Customer Service Center (NCSC) Siebel Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AA to read as follows(amount shown is the obligated amount):				
1003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AA.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1003AB to read as follows(amount shown is the obligated amount):				
1003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: SPEC000 X01 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	12-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 1003AC to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1003AC	FD 258 Mainframe Fingerprint Tracking System Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AD to read as follows(amount shown is the obligated amount):				
1003AD	Interim Case Management Solution (ICMS) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1003AE to read as follows(amount shown is the obligated amount):				(b)(4)
1003AE	InfoPass Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1004AA to read as follows(amount shown is the obligated amount):				[redacted]
1004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount: [redacted] Accounting Info: Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4) Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1005AA to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1005AA	Electronic Filing (E-Filing) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1005AA.1 to read as follows(amount shown is the obligated amount):				
1005AA.1	Electronic Filing (E-Filing) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1005AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1005AB	Integrated Card Production System (ICPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1006AA to read as follows(amount shown is the obligated amount):				
1006AA	Customer Service Web Portal (CSWP) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA to read as follows(amount shown is the obligated amount):				
1007AA	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 1007AA.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1007AA.1	Enterprise Citizenship & Immigrant Services Centralized Operational Repository (eCISCOR) -- TPO Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AB to read as follows(amount shown is the obligated amount):				
1007AB	SAS Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1007AC to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1007AC	Remedy Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1007AD to read as follows(amount shown is the obligated amount):				
1007AD	Kovair Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITKOVA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AA to read as follows(amount shown is the obligated amount):				
1008AA	Alien's Change of Address Card (AR-11) Total Est Cost [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AB	Central Index System (CIS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AC to read as follows(amount shown is the obligated amount):				
1008AC	Enterprise Document Management System (EDMS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Accounting Info: EDMSOM0 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: EDMS000 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Accounting Info: ENTPRNT 000 EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AD to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AE to read as follows(amount shown is the obligated amount):				
1008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 20-01-00-000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AF to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AF	Microfilm Digitization Application System (MiDAS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1008AG to read as follows(amount shown is the obligated amount):				
1008AG	National File Tracking System (NFTS) Total Est Cost: [redacted] Fixed Fee Ceiling: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] Continued ...				

(b)(4)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 1008AG.1 to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1008AG.1	National File Tracking System (NFTS) -- TPO Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted] Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1008AH to read as follows(amount shown is the obligated amount):				
1008AH	Scan on Demand Application (SODA) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amount [redacted] Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITECIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				
	Change Item 1009AA to read as follows(amount shown is the obligated amount):				
1009AA	Asylum Pre-Screening System (APSS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun [redacted]				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1009AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
1009AB	Refugees, Asylum and Parole System (RAPS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Fully Funded Obligation Amoun[redacted] Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 1009AC to read as follows(amount shown is the obligated amount):				
1009AC	Parole Case Tracking System (PCTS) Total Est Cost: [redacted] NTE Fixed Fee: [redacted] (b)(4) Accounting Info: ITPCTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 | 6

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00023	07/12/2013	Not a funding action	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-2 Changes - Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to add Internal Use Software (IUS) requirement to the SPAS Task Order (Statement of Work, Appendix 3 included in this modification). IUS requirement is also added to the Statement of Work, Section 8.1 Status Reporting, and Task Order Invoicing Instructions. All changed sections are included in this modification (pages 3 to 6).

(b)(4)

The total amount obligated of [redacted] for this task order including Base and Option 1 periods remains unchanged. This modification is not a funding action, and is at no additional cost to the government.

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(4) (b)(6)	7/23/13	Donata Sikon-Amato 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer) CO, USCIS	7/24/2013

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	All other terms and conditions of the task order remain the same. AAP Number: 65207 DO/DPAS Rating: NONE				

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in the Budget Spend Plan Section Section, and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide in accordance with SOW Attachment A:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Attachment A) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government feed back regarding the sample reporting requirement provided in Attachment A.

Additionally, Monthly Status Report shall breakout monthly costs by IT application, by task area and track development costs by specific release (See Appendix 3).

APPENDIX 3

Capitalized Property, Plant and Equipment (PP&E) assets
Internal Use Software (IUS) Reporting and Invoicing requirements

1. Background
The United States Citizenship and Immigration Services Management Directive No. 128-001, USCIS/Office of Information Technology has an ongoing requirement to report Internal Use Software (IUS) development and testing costs for the programs under its purview and assignment. Development and testing costs would include those costs incurred during Design, Programming, Testing and Implementation Phases, and would not include any costs incurred once IUS software is deployed into an Operations and Maintenance Phase.

IUS reporting is a monthly mandatory requirement, and must include all software releases with a useful life of 2 years or more that fall under the following categories:

- ☐ Software with a cumulative cost of $500K or greater;
- ☐ Software bulk purchases of $1 Million or more.

2. Definition: The internal use software capitalized costs should include the full costs (direct and indirect cost) incurred **during the software development, after the planning and through the implementation stage** and is defined by the following charasteristics:

a. *Commercial off-the-shelf (COTS) software*: COTS software refers to software that is purchased from a vendor and is ready for use with little or no changes.

b. *Developed software*:

(1) Internally developed software refers to software that employees of the entity are actively developing, including new software and existing or purchased software that are being modified with or without a contractor's assistance.

(2) Contractor-developed software refers to software that a federal entity is paying a contractor to design, program, install, and implement, including new software and the modification of existing or purchased software.

3. Reporting: All applicable costs for software application under the specific activities listed in section 5 below that are in **the software development stage** shall be tracked, reported and documented by each applicable release so that an OIT determination can be made if the asset meets IUS criteria. USCIS has determined that the best method for identifying IUS candidates is through monthly collection of contractor cost data for all releases in the development phase.

4. Invoicing and Reporting: The contractor shall identify, capture, log, track and report the costs of IUS associated with **each specific release** under this project. The costs provided, after OIT's determination on whether or not the release meets the capitalization criteria, will support OIT's reporting of costs incurred for the release. Costs considered part of IUS activities include systems administration, systems engineering, and program management. The invoice must contain the total cost, **itemized by release and** include the total sum of all applicable IUS activities. At the contractor's discretion, this information may be submitted, either as an

attachment or as an itemized line item within the monthly invoices, as outlined in page 9. **Error! Reference source not found.**.

5. **Capitalized costs to be reported:** The following activities within the development lifecycle have been identified as IUS reportable costs by the USCIS Management Directive No. 128-001:

i. **Design:**

a. System Design: Design System, Update System Test Plan, Update Security Test Plan, Update Project Plan, Update Business Case, Conduct Critical Design Review and Issue Memo
b. Design of chosen path, including software configuration and software interfaces

ii. Programming/Construction:

a. Establish Development Environment, Create or Modify Programs, Conduct Unit & Integration Testing, Develop Operator's Manual, Update Project Plan, Update Business Case, Migration Turnover/Test Readiness Review; Prepare Turnover Package, Develop Test Plans,

Migration Turnover/Issue Test Readiness Memo

iii. **Testing**

a. Acceptance Testing: Develop Security Test Report, Issue Security Certification, Develop System Documentation, Conduct User Acceptance Testing, Update Project Plan, Update Business Case, Conduct Production Readiness Review, Develop Implementation Plan, Issue Production Readiness Review Memo
b. Coding
c. Installation to hardware
d. Testing, including parallel processing phase

iv. Implementation Activities

a. Implementation/Transition: Security Accreditation (initial system accreditation only), Issue Implementation Notice, Parallel Operations, Update Project Plans, Update Business Case, Conduct Operational Readiness Review, Issue Operational Readiness Memo.

vi. In addition, if not already itemized in the attachment or the invoice, the following additional costs shall be reported.

a. Full cost (i.e., direct and indirect costs) relating to software development phase
b. Travel expenses by employees/contractor directly associated with developing software
c. Documentation Manuals

d. COTS purchases

Ref: (a) USCIS Management Directive No. 128-001
(b) Federal Accounting Standards Advisory Board Handbook, Standard 10, Accounting for Internal Use Software

Invoicing Instructions

Invoices shall be for services incurred against the work performed during the previous month's period of performance which shall begin on the first day of CSC's fiscal month and end on the last day of CSC's fiscal month.

Invoices shall be received by the 15th day of each month and include billable items for the previous month's period of performance. The contractor shall include with the invoice all supporting documents, e.g., travel reports/receipts, support for other direct costs, and the associated Monthly Status Report (MSR).

An e-mail copy of each invoice, including backup supporting documentation, shall be sent electronically to the COR, Contract Administrator, OIT-Invoice@dhs.gov, and any other CCs as may be specified by the COR. The following information shall be indicated on the cover email that forwards the invoice:

- ☐ Payee's name and address
- ☐ Payee's invoice point of contact name, address, phone number, email address
- ☐ Date voucher prepared
- ☐ Contract number and award date
- ☐ Invoice/voucher number
- ☐ Discount terms
- ☐ Payee's account number
- ☐ Number and date of order
- ☐ Date of delivery or service
- ☐ Articles or services description
- ☐ Quantity
- ☐ Price
- ☐ Invoiced amount
- ☐ Internal Use Software requirement (See Appendix 3)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 14

2. AMENDMENT/MODIFICATION NO	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO	5. PROJECT NO. (If applicable)
P00024	08/13/2013	Multiple	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(x)	9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
CODE [redacted] (b)(4) FACILITY CODE		10B. DATED (SEE ITEM 13) 08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule
Net Increase: $43,944,995.93

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.217-9 Option to Extend the Term of the Contract; FAR 52.243-2 Changes - Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to exercise Option 2 of the SPAS task order with the period of performance starting from August 14, 2013 to August 13, 2014 in accordance with the revised Statement of Work dated August 13, 2013 (attached to this modification).

The amount obligated by this modification is $43,944,995.93 [redacted] (b)(4)

AAP Number: 65207 DO/DPAS Rating: NONE
Delivery: 08/14/2013

Change Item 2001 to read as follows(amount shown
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] (b)(6) (b)(4)	8/13/2013	Vernon Hadley 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	8/13/2013

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	is the total amount): Option 2 Period of Performance 8/14/2013 thru 8/13/2014				(b)(4) [redacted]
2001	Application Support Center - Informational CLIN (Not Separately Priced) Change Item 2001AA to read as follows(amount shown is the total amount):	1	LO		
2001AA	Biometrics Benefits Report System (BBSS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 2001AA.1 to read as follows(amount shown is the total amount):				
2001AA.1	Biometrics Benefits Report System (BBSS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AB to read as follows(amount shown is the total amount):				
2001AB	Customer Profile Management System (CPMS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 2001AB.1 as follows: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2001AB.	Customer Profile Management System (CPMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AC to read as follows(amount shown is the total amount):				[redacted] (b)(4)
2001AC	Employment Applicant Submissions System (EASS) Total Est Cost: [redacted] Fixed Fee [redacted] Obligated Cost: [redacted] Fixed Fee [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 2001AF to read as follows(amount shown is the total amount):				
2001AF	Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 2001AG to read as follows(amount shown is the total amount):				
2001AG	Site Profile System (SPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2001AH to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2001AH	Visa Services Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2002 to read as follows(amount shown is the total amount):				
2002	Customer Service Directorate- Informational CLIN (Not Separately Priced)	1	LO		
	Change Item 2002AA to read as follows(amount shown is the total amount):				
2002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2002AB to read as follows(amount shown is the total amount):				
2002AB	Customer Management Information System (CMIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCMIS0 000 EX 20-04-00-000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2002AC to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2002AC	National Customer Service Center (NCSC) Siebel Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003 to read as follows(amount shown is the total amount):				
2003	Field Operations - Informational CLIN (Not Separately Priced) Change Item 2003AA to read as follows(amount shown is the total amount):	1	LO		
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 2003AA.1 as follows:				
2003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost [redacted] Fixed Fee: [redacted] Accounting Info: ENTPRNT OIT EX 20-05-00-000 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AB to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AC to read as follows(amount shown is the total amount):				
2003AC	FD 258 Mainframe Fingerprint Tracking System Total Est Cost [redacted] Fixed Fee [redacted] Obligated Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITFTS00 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AD to read as follows(amount shown is the total amount):				
2003AD	Interim Case Management Solution (ICMS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AE to read as follows(amount Continued ...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the total amount):				(b)(4)
	(b)(4)				
2003AE	InfoPass Total Est Cost: Fixed Fee: Obligated Cost: Fixed Fee:				
	Accounting Info: ITINFOO 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: (b)(4)				
	Change Item 2004 to read as follows(amount shown is the total amount):				
2004	Fraud Detection & National Security - Informational CLIN (Not Separately Priced)	1	LO		
	Change Item 2004AA to read as follows(amount shown is the total amount):				
2004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: Fixed Fee: (b)(4) Obligated Cost: Fixed Fee:				
	Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: (b)(4) Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded (b)(4)				
	Change Item 2005 to read as follows(amount shown is the total amount):				
2005	Intake & Document Production - Informational CLIN (Not Separately Priced)	1	LO		
	Change Item 2005AA to read as follows(amount shown is the total amount):				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(b)(4)				(b)(4)
2005AA	Electronic Filing (E-Filing) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 2005AA.1 as follows:				
2005AA.1	Electronic Filing (E-Filing) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2005AB to read as follows(amount shown is the total amount):				
2005AB	Integrated Card Production System (ICPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2006 to read as follows(amount shown is the total amount):				
2006	Office of Communications - Informational CLIN (Not Separately Priced) Change Item 2006AA to read as follows(amount shown is the total amount):	1	LO		
	(b)(4)				
2006AA	Customer Service Web Portal (CSWP) Total Est Cost: [redacted] Fixed Fee: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007 to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2007	Office of Information Technology - Informational CLIN (Not Separately Priced) Change Item 2007AB to read as follows(amount shown is the total amount):	1	LO		
2007AB	SAS (b)(4) Total Est Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007AC to read as follows(amount shown is the total amount):				
2007AC	Remedy Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2007AE to read as follows(amount shown is the total amount):				
2007AE	National Appointment Scheduling System (NASS) TPO Total Est Cost [redacted] Fixed Fee: [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008 to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2008	Records & Information Mgmt Applications - Informational CLIN (Not Separately Priced) Change Item 2008AA to read as follows(amount shown is the total amount):	1	LO		
2008AA	(b)(4) Alien Change of Address Card (AR-11) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AB to read as follows(amount shown is the total amount):				
2008AB	Central Index System (CIS) Total Est Cost [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 2008AA.1 as follows:				
2008AA.1	Alien Change of Address Card (AR-11) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Add Item 2008AB.1 as follows:				(b)(4) [redacted]
2008AB.1	Central Index System (CIS) TPO Total Est Cost: [redacted] Fixed Fee [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AC to read as follows(amount shown is the total amount):				
2008AC	Enterprise Document Management System (EDMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AD to read as follows(amount shown is the total amount):				
2008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITERRD0 000 EX 20-04-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AE to read as follows(amount shown is the total amount):				
2008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Information Processing System (FIPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AF to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2008AF	Microfilm Digitization Application System (MiDAS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AG to read as follows(amount shown is the total amount):				
2008AG	National File Tracking System (NFTS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AH to read as follows(amount shown is the total amount):				
2008AH	Scan on Demand Application (SODA) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2009 to read as follows(amount shown is the total amount):				
2009	Refugee, Asylum, & Int'l Operations - Informational CLIN (Not Separately Priced) Change Item 2009AA to read as follows(amount shown is the total amount): (b)(4)	1	LO		0.00 (b)(4) [redacted]
2009AA	Asylum Pre-Screening System (APSS) Total Est Cost [redacted] Fixed Fee: [redacted] Obligated Cost [redacted] Fixed Fee: [redacted] Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 2009AB to read as follows(amount shown is the total amount):				
2009AB	Refugees, Asylum and Parole System (RAPS) Total Est Cost [redacted] Fixed Fee: $134,635.00 (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITRAPS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2011 to read as follows(amount shown is the total amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2011	Travel - NTE / ODC Accounting Info: ITLSSS0 000 EX 20-03-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)			(b)(4)	[redacted]

U.S. Citizenship and Immigration Services

Office of Information Technology (OIT)

Sustainment Program Application Support (SPAS)

Statement of Work

Option 2 Revision August 13, 2013

Procurement Sensitive – See FAR 3.104

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1. Background

The Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) processes applications and petitions for immigration and citizenship benefits, promotes an awareness and understanding of citizenship, and ensures the integrity of the United States immigration system. These functions and processes include employment authorization, asylum, resident alien processing, and citizenship naturalization. The USCIS Office of Information Technology (OIT) provides and supports information technology that automates the business workflows and processes information and data needed to manage the immigration and citizenship benefits.

The OIT has developed an acquisition strategy to consolidate technical support services that specialize in the sustainment of critical business applications after they have passed from the acquisition phase and into the operations & maintenance (O&M) phase. By specializing in O&M tasks, numerous USCIS applications in operation can take advantage of a single consistent repeatable O&M approach, which will decrease the overall cost of maintaining applications and reduce costs associated with procuring individual contracts for the performance of same or similar duties.

2. Scope

The USCIS OIT Sustainment Program Application Support (SPAS) effort will provide IT sustainment services to business and other units with existing IT systems and applications in the O&M phase. Applications requiring sustainment services run the gamut of technology implementations that span trends from the 1970s to the present. Support required within this task order includes ad-hoc reporting; systems administration; research and analysis; application user support; database administration; corrective, adaptive, and relevance maintenance; project management; requirements collection, definition, and management; design, configuration management; testing; deployment support; application decommissioning; security remediation; and transition.

The Contractor shall upgrade, modify, operate, and maintain the applications within the scope of this SOW. Applications include, but are not limited to, complex mission-critical mainframe systems with multiple interfaces both within and external to USCIS; systems built with unsupported versions of Visual Basic; systems in various phases of integration with Lockbox; a web-portal based on Vignette; Siebel-based applications in need of upgrade and Section 508 compliance; and applications using Microsoft Access, Pervasive, SQL, or Oracle databases.

The Contractor shall create and maintain IT solutions under the governance of the USCIS Systems Engineering Lifecycle (SELC), to include preparation and delivery of documentation in accordance with USCIS SELC. If USCIS issues updated version(s) to the USCIS SELC, then the Contractor shall adhere to the most recently published updated version so that all subsequent new products, deliverables and services shall follow the format, content, and direction specified in the most recently published updated version of the USCIS SELC, as applicable.

At the direction of USCIS, the Contractor may create and/or maintain IT solutions outside the governance of the USCIS SELC. In these circumstances, USCIS shall identify the specific documentation requirements necessary for each release level, as well as the review and approval process for each release or groups of releases, irrespective of release size determination as outlined in SOW Section 4.3.4.

The USCIS has instituted a Transformation Program, whereby a solutions architect will redefine USCIS business processes and the technology that support those processes. Many of the applications within the scope of the Statement of Work (SOW) will be impacted by the transformation effort. The exact impact is not known at this time. It is possible that some of the applications may be decommissioned, some may migrate to the new solution, some may change their data interfaces, some may remain as-is, and new applications may transition to the O&M phase.

It is also possible that Comprehensive Immigration Reform may be initiated. The exact impact of the reform, if initiated, is not known as this time. It is possible that applications within the scope of this SOW may be impacted. Maintenance actions needed to respond to the Transformation Program and/or Comprehensive Immigration Reform are considered adaptive maintenance, and are covered within the scope of this SOW.

This Task Order includes Sub-SLINs arranged according to USCIS Transformation Program Office (TPO) Funding. In order to support TPO, Sub-SLINS are required to delineate TPO funds from other USCIS funding. At option exercise the Government will modify the task order to identify the TPO Sub-SLINS and their funding level.

This Task Order also includes Optional Surge CLINS (10% increase) in each period of performance. Surge is defined as new applications, releases in excess of SOW projections, and associated maintenance thereon, as well as, additional work caused by legislative and or geopolitical occurrences. The Contracting Officer may exercise the Optional Surge CLIN as many times as necessary so long as the ceiling is not exceeded

2.1 Place of Performance

The principal place of performance shall be at the Contractor provided work site. The off-site Contractor facility shall be in close proximity to the USCIS facility at 111 Massachusetts Ave NW, Washington D.C (within D.C. metropolitan area). Meetings generally take place at USCIS offices in the Washington, D.C. Metropolitan Area, including, but not limited to 20 Massachusetts Avenue, N.W.; and 111 Massachusetts Avenue, N.W., Washington DC. The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security.

Travel outside of the Metropolitan Washington, DC area may be required. In the event travel is required, travel shall not be performed in connection with this Task Order without prior approval in writing (Email for the request and approval is acceptable) of the Contracting Officer ~~Contracting Officer Technical Re~~Representative (CO~~T~~R). The Contractor shall be reimbursed for travel in accordance with the Joint Federal Travel Regulations (JFTR). Upon completion of travel, all documentation associated with the respective travel shall be submitted with the invoices. Local travel (within 50 miles) under this Task Order will not be reimbursed. Local travel is defined as travel from the Contractor's offices that are within 50 miles of the DHS/USCIS/OIT facilities at 111 Massachusetts Avenue, N.W., Washington DC.

2.2 Period of Performance

The USCIS SPAS Task Order period of performance includes a twelve month base period with option periods extending up to 36 months. The specific period of performance is in the Task Order schedule.

3. Objective

The OIT is fully committed to supporting the business missions of Program Offices and Directorates throughout USCIS by providing Operations and Maintenance services for the Business Unit applications. The Contractor shall maintain applications so that the following business unit objectives can be achieved:

- Improve delivery of naturalization and immigration services.
- Improve delivery of information to customers.
- Provide and maintain benefits background check processing.
- Improve card production services.
- Provide accurate statistics and reports related to examination activities.
- Provide a user database of examination program cases, actions, and events that can be shared by USCIS mission areas.
- Allow authorized users located throughout the U.S. to simultaneously access centralized database information and search, add, modify and print records.
- Improve the security hardening of the systems and processes supporting the delivery of citizenship and immigration services.
- The Contractor shall support the following OIT Sustainment Program objectives:
- Migrate the performance of all maintenance activities through OIT virtualized servers.
- Improve the ability of the Government to track and monitor the cost and schedule of releases through EVM and other project management reporting.
- Improve the capabilities to transition existing applications to the SPAS Contractor.
- Ensure adequate communication between the SPAS and Transformation Program Office (TPO) Contractors occurs to support TPO systems development efforts.

4. Task Descriptions

The capabilities specified in this section are general requirements that are applicable to all USCIS information technology applications indicated below. In addition to the mandatory applications referenced below, new applications may come on board as part of USCIS initiatives such as Immigration Reform, Transformation, or due to migration from initial investment and development to O&M status. The USCIS information technology applications, described in more detail in Appendix A, that shall be considered MANDATORY applications to be supported under the tasks in this SOW are as follows:

- Asylum Pre-Screening System (APSS)

- Alien Change of Address Card (AR-11)
- Biometrics Benefits Report System (BBSS)
- Computer Linked Automated Information Management System 3 (CLAIMS 3)
- Computer Linked Automated Information Management System 4 (CLAIMS 4)
- FD-258 Mainframe Fingerprint Tracking System
- Central Index System (CIS)
- Customer Management Information System (CMIS)
- Customer Relationship Information System (CRIS)
- Customer Profile Management System (CPMS)
- Customer Service Web Portal (CSWP)
- Electronic Reading Room Document Preparing Project (ERRDPP)
- Fraud Detection and National Security - Data System (FDNS-DS)
- Enterprise Document Management System (EDMS)
- Electronic Filing (E-Filing)
- Employment Application Admissions System (EASS)
- FOIA/PA Information Processing System (FIPS)
- InfoPass
- Integrated Card Production System (ICPS), includes ICPS Print Services (ICPS-PS), National Production System, (NPS), NPS Web
- Interim Case Management Solution (ICMS)
- Microfilm Digitization Application System (MiDAS)
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel)
- National File Tracking System (NFTS)
- National Scheduler Service (NASS)
- Refugee Asylum and Parole System (RAPS)
- Remedy
- SAS
- Scan On Demand Application (SODA)
- Scheduling and Notification of Applicants for Processing (SNAP)
- Site Profile System (SPS)
- Visa Services

4.1 Task One: Contractor Program Management

While USCIS will provide management oversight, it is the responsibility of the Contractor to manage all corporate resources and supervise all Contractor staff in the performance of all work on this contract. The Contractor shall assign a Program Manager to this task who will manage the day-to-day activities of the Contractor staff. The Contractor Program Manager is the member of the Contractor's management team who has responsibility for the actual accomplishment of the SOW requirements for this Task Order. The Program Manager shall organize; direct and coordinate planning and execution of all Task Order activities, and will review the work of subordinates, including subcontractors, to ensure that the schedule, standards, and reporting responsibilities are met. The Program Manager shall integrate the Contractor's management and technical activities across the entire SPAS Task Order to ensure they are consistent. The Program Manager shall ensure that all work on this Task Order complies with terms and conditions and shall have access to contractor corporate senior leadership when necessary. The Contractor's Program Manager shall be the primary interface with the Contracting Officer (CO), COTR and SPAS Program Manager or designee(s). The Contractor's Program Manager shall attend monthly and weekly status meetings and ad hoc meetings as required (see Deliverables Schedule). The Contractor's Program Manager would not be involved in anything that would represent an Organizational Conflict of Interest.

4.1.1 Government Furnished Property (GFP) Tracking

All hardware and software associated with each application that the Contractor supports within the scope of this SOW shall be identified, logged, tracked and made available to the Government on a 24x7 basis in a searchable format. Associated hardware includes servers, equipment, and peripherals (excluding cabling), for each application regardless of the physical location. Associated software includes COTS, custom software, and development and engineering tools for each application regardless of physical location.

The Contractor shall alert Government Information Technology Project Managers (IT PMs), who manage the individual applications within the scope of this SOW when GFP maintenance agreements require renewal. When renewal is required the Contractor shall provide Government IT PMs the necessary information to enable Government IT PMs to submit acquisition packages to renew existing maintenance agreements and acquire new software and hardware. The Contractor shall provide specifications, and assist the IT PMs as needed in tracking the status of procurements.

The Contractor shall include in the monthly status reports timelines for GFP maintenance renewals and new GFP purchases associated with the applications within the scope of this SOW. Monthly report timelines shall include needed activities prior to submission and tracking activities after submission until the product arrives.

The Contractor shall coordinate with and provide information to Government inventory control personnel in support of annual inventories and other inventory control needs.

When tracking GFP, the Contractor shall provide the following information, as known:

- System
- Manufacturer

- Supplier
- Supplier POC information
- Purchase date
- Maintenance expiration date
- Type
- Quantity
- Description
- Cost of item
- Maintenance renewal cost
- Product ID/License key
- Customer Support/Service Identifier (CSI) Number
- Location

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, a method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on the data fields provided above. A Government-accepted GFP tracking method shall be in place within 5 months of contract award.

4.1.2 Program Research and Analysis

Problems, issues, and opportunities impacting SPAS applications as a whole or multiple SPAS applications may be researched, analyzed, and reported. This task may include assessments of emerging technologies that have a program-wide impact on applications within this Task Order. At the Government's direction, the Contractor shall:

- Provide analysis of enterprise data requirements, whether for enterprise reporting standardization initiatives, data warehousing initiatives, or transformation initiatives.
- Investigate and evaluate technologies that have the potential to improve development, test, deployment or operations of applications.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to research and analysis reports and briefings.

4.1.3 Establish and Maintain Maintenance Environment

The Contractor shall provide the technical expertise and services needed to install, manage, control the configuration, and operate a maintenance environment that will be used for maintenance-related coding and Functional Qualification Testing (FQT) for applications within the scope of this SOW. Within USCIS the maintenance environment is also known as an engineering environment, which is segregated from the production environment. The USCIS engineering environment is where development of new code baselines and modifications to existing code baselines takes place, as well as FQT. The USCIS production environment is where the operational systems reside. It is also where Systems Acceptance Tests (SAT) and User Acceptance Tests (UAT) take place.

The SPAS maintenance/engineering environment may be located at the Contractor site and/or external data centers. External data centers will have a segregated network specially designed for development and test activities, which the Contractor may be required to access remotely in order to satisfy the maintenance tasks in this SOW. Remote access is currently achieved through Citrix servers and the use of XenDesktop. The Contractor shall install, manage, and control configurations at both the contractor's site and remote engineering environments, to include remote virtual environments.

Where use of the remote engineering capabilities are not appropriate, the Contractor shall ensure development and FQT can be performed at the contractor site. Primary Contractor work, to include development and FQT activities, shall be performed on the DHS production network, which shall be accessed via circuits and switches provided by the Government. Network drops and cabling for computing equipment at the Contractor site shall be provided by the Contractor. Not all development and FQT work can be accomplished on the DHS production network, and some development and FQT activities will require a network segregated from the DHS network by firewalls. This is because administrative privileges and non-standard desktop images are required for the development and FQT activities that support some USCIS applications. An effort is underway to move all development and FQT activities to a data center where remote maintenance activities can occur. Until this is complete, the Contractor will be required to house a segregated lab for these activities. The Contractor shall:

- Coordinate with OIT security stakeholders to ensure the Contractor maintenance environment, as well as the entire Contractor work site facility, achieves Certification & Accreditation (C&A), and receives an Authority to Operate as an extranet site (reference Security Section).
- Develop and implement configuration control for the desktop images in the segregated Contractor development and FQT lab (configuration control for desktop images on the DHS production environment is maintained by the Government).
- Develop and institute controls to reduce the risk of malicious code entering the production environment through activities occurring in the maintenance environment.
- Install and configure tools for the automated scan and analysis of code defects, complexity, quality, and security. Such tools may include, but are not limited to,

Coverity. The scans and analyses using automated tools may be on an ad hoc basis and/or utilize a standardized repeatable process based on needs and objectives.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to a maintenance environment (lab) at the Contractor site utilizing GFP, which shall be established within three months of contract award.

4.2 Task Two: Operational Tasks

The objective of the following tasks is to ensure the applications within the scope of this SOW maintain operational readiness. Although the Contractor will share responsibility for operational tasks with other vendors who support the production/operations environment at USCIS, the Contractor shall monitor and perform routine and corrective actions on applications that are in production while following established USCIS change and release management policies (reference Table 2: Reference Information), processes, and procedures. As the Contractor monitors the operational posture of applications, further evaluation and analysis may be authorized to ensure the continued sustainability of the applications. Monitoring and early warning will allow OIT to pro-actively plan and carry out maintenance activities.

4.2.1 Ad-Hoc Reporting

The Contractor shall provide scheduled and unscheduled reports derived from data contained in applications within the scope of this SOW. The requests for ad hoc reports may be initiated by stakeholders within or outside of OIT, such as Security, business units, Office of the Inspector General, and potentially members of Congress. The requests will vary in scope and complexity. The Contractor shall attend meetings as needed to obtain report requirements, review and research applicable available documentation, extract applicable database information required to assemble the report, and display the extracted information as required.

Deliverables (see Deliverables Schedule) included within this task include scheduled and unscheduled Ad Hoc Reports.

4.2.2 System Administration

The Contractor shall provide system administration services for the applications within the scope of this SOW, which includes the current application portfolio and any new applications introduced to the sustainment phase. These activities shall include a supporting role of the ongoing monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, and system and data archiving. The system administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). System administration support for the production environment shall be provided by data center personnel, not by the Contractor. The production environment retains system and database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The ~~CLAIMS 3~~mainframe applications are~~is an~~ exceptions to this protocol. The Contractor shall provide system and ~~databse~~database administrators for ~~CLAIMS 3~~mainframe applications in the production and engineering environments. Non-mainframe applications may also require application-specific administration in the production environment. However, this support shall be phased out and a transition plan for phasing out this support shall be provided by the Contractor.

~~A System Workload Analysis Document (SWAD) should be created prior to standing up an application in the USCIS production environment; however, many of the applications within the scope of this SOW do not have a SWAD, and if existing, do not represent current usage metrics. The Contractors shall create a new SWAD for applications that do not currently have one and rebaseline existing SWADs. The SWADs must be complete or rebaselined within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).~~ The Contractor shall:

- Monitor application and provide problem resolution and support for applications within the scope of this SOW.
- Identify when USCIS infrastructure problems impact applications within the scope of this SOW and notify appropriate stakeholders to begin remedy procedures.
- Provide technical assistance to infrastructure stakeholders to resolve failures or address LAN related issues, and support incident management and problem management activities.
- Perform production control activities such as the support of cyclical changes to operational workloads, data administration, data compression, data restores, reorganization of files, recovery of systems, production of reports, download/upload of information, setup and verification of files and programs for the execution of production runs specific to the applicable system.
- Coordinate with application and database backups with Data Center staff.
- Support the development of contingency plans, including disaster recovery and COOP testing, and operation failover testing consisting of documented contingency plans. The Contractor may be required to develop contingency plans for USCIS IT applications.
- Support the execution of emergency backups in coordination with other infrastructure operational components and/or DHS data center specific requirements.
- Analyze, compile, and aggregate data gathered from disparate databases and application platforms required to feed information systems to produce statistical, workload, and trend analysis reports.
- Monitor application and database servers and troubleshoot/resolve issues.
- Install or coordinate the installation of applications and databases needed for maintenance activities, Functional Qualification Testing (FQT), Independent Test & Evaluation (T&E), and production/operations, regardless of the physical location of the application and database servers.
- Coordinate OS upgrades, patches, fixes, and testing with Data Center staff.
- Provide advice and implementation support to address application high availability issues and requirements.
- Monitor application usage and storage, and provide advance warning when thresholds are reached.

- Monitor the Infrastructure as a Service dashboard to collect key performance indicators for maintenance purposes and include relevant statistics in the monthly status report. Develop data requirements based on unmet monitoring needs for submission to Infrastructure team as needed to improve visibility into application performance, usage, and capacity.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application is updated with each application release, and create systems administration manuals for those applications that do not currently have one.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- ~~New or rebaselined SWADs for each application within 90 days of contract award (or 90 days after the conclusion of the SPAS transition period, whichever applies).~~
- Systems Administration & Operations Manual (SOAM) for each application, updated at each release (or newly created per application project plan if not previously existing).
- A Transition Plan that specifies how the Contractor will turn over non-mainframe application system and database administration functions to a third-party production environment support team.

4.2.3 Application User Support

The Contractor shall provide application support to end users by responding to user-initiated service-desk requests that are referred to Tier 2 and/or Tier 3 support for application-related problems; developing and updating user manuals; developing and updating training; and delivering training.

The Government IT PM for each application establishes the protocol for interfacing with the service-desk for tier 2 and 3 application support, defining the necessary queues, and working with the Contractor to define points of contact for the queues. The Contractor shall use the Government-supplied service desk management tool, currently Remedy, to monitor the service-desk queues. The hours required for monitoring and responding to service desk tickets (consistent with the Government holiday schedule) varies among the applications. Appendix 2: Application Support Summary, defines the Tier 2/3 service desk operating hours for each application. Key application support personnel must be accessible (via pager after normal business hours) in the event of a critical emergency. The Contractor shall respond to service requests appearing in the Contractor's queue. Response constitutes either a Remedy e-mail notification back to the initiator with receipt acknowledgement and the next course of action; an indication of resolution in Remedy; or assignment to the appropriate queue for further action, as appropriate. After proper diagnosis of the service request, the team shall also be required to indicate resolution or remedy, or assign the ticket to the appropriate queue for further action, as appropriate, and describe in Remedy the Contractor's course of action. The Contractor shall:

- Support the IT PM in developing processes, procedures, and instructions for a seamless working environment between the Tier 1 service desk and Contractor supported Tier 2 and Tier 3 work environments to reduce response times in the service and operating model.

- Support/provide training for USCIS service desk personnel to be able to handle routine problems associated with applications at the Tier 1 level to reduce the strain on the Tier 2 and Tier 3 support requirements. Support includes providing training as required for the service desk and updates to the knowledge management system.
- Identify Tier 2 and Tier 3 service desk points of contact for each application within the scope of this SOW.
- Analyze Tier 2 and 3 service-desk tickets to determine if requests are the result of a bug or error, user knowledge or skills deficit, or an application usability issue.
- Recommend System Change Requests (SCR) to Government IT PMs when bugs/errors and usability issues are discovered.
- Interface with user to provide usability workarounds and resolve knowledge/skills issues.
- Create and/or update user manuals so that they are kept current with the state of the application.
- Create and/or update training and job aids so that they are kept current with the state of the application.
- Create, operate, and maintain training servers and the scenario/workflows used in training.
- Create, update, and maintain training databases.
- Design, develop, and conduct task-centric training on applications, to include training-related artifacts.
- ~~Design, develop, update, and upload task-centric computer-based training on the use of applications that resides on the USCIS Learning Management System (LMS), currently EdVantage. If source code is not provided, contractor shall create new training using the Learning Content Management System (LCMS) provided by USCIS, currently OutStart Evolution.~~
- ~~Upon request, design and develop task-centric on-demand help and/or training for applications so that users can access training through the application as needed.~~

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- User Manuals created or updated as needed when the application changes, (delivered in MS Word version consistent with USCIS version at time of delivery).
- Training Artifacts created or updated as needed when the application changes.
- ~~Job Aids created or updated as needed when the application changes.~~
- ~~Application-delivered on-demand help created or updated as needed when the application changes.~~
- ~~Application-delivered on-demand training created or updated as needed when the application changes.~~
- ~~Computer-based training created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.~~

4.2.4 Database Administration

The Contractor shall provide installation, configuration, tuning, maintenance, and routine patching of databases for applications within the scope of this SOW. The database administration provided by the Contractor shall primarily be limited to the engineering environment (development and FQT). The database administration support for the production environment shall be provided by data center personnel, not the Contractor. The production environment retains database administrators, who the Contractor shall coordinate with to ensure applications function properly during SAT and after deployment. The ~~CLAIMS 3~~ mainframe applications are ~~is~~ an exception to this protocol. The Contractor shall provide database administrators for ~~CLAIMS 3~~ mainframe applications in the production and engineering environments. Non-mainframe applications may also require application-specific administration in the production environment. However, this support shall be phased out and a transition plan for phasing out this support shall be provided by the Contractor.

The Contractor shall routinely evaluate the need to upgrade database servers and software while determining compatibility with current application versions. When upgrades are approved, the Contractor shall plan and coordinate the upgrades with the relevant stakeholders.

The Contractor shall configure database environments, or support other parties who will configure those environments, for Functional Qualification Testing (FQT); Independent Test & Evaluation (T&E); user acceptance testing; integration testing; database security testing; installation/migration testing; configuration/compatibility testing; and performance, load, and stress testing, as requested. When the servers have been configured, stabilized, and certified for production use by USCIS, the Contractor shall support the migration of databases from the non-production to the production environment, if needed. The Contractor shall:

- Provide database administration support and problem resolution support for multiple database environments, whether within USCIS or between USCIS and other Federal agencies.
- Provide configuration, tuning, and hardware, software and system maintenance on servers which host USCIS databases at USCIS data centers.
- Support planned migrations and upgrades of databases.
- Interface with database vendor(s) for technical support.
- Ensure the Systems Administration & Operations Manual (SOAM) for each application database is updated with each application release, with the following content:
  - Startup/shutdown procedures for managed databases
  - Performance analysis and reporting, both regularly-scheduled and on-demand
  - Specified database patch history logs
  - Account management/User ID procedures.
  - Full backup & recovery procedures and scripts

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to, Systems Administration & Operations Manual (SOAM) that is updated with database maintenance information for each application.

4.2.5 Application Research and Analysis

While conducting routine and ad hoc system administration tasks, performance, reliability, operability, maintainability, security, data quality, and other operational problems or issues may be identified by the Contractor and made known to the Government. As directed by the Government, the Contractor shall perform further analysis to identify potential improvements and problem or issue resolution.

The Contractor shall support operational analysis by performing an annual review of the applications within the scope of this SOW that are subject to OMB Exhibit 300 reporting for the purpose of improving the technical effectiveness and productivity of the operating assets. The review shall address issues such as, but not limited to, greater utilization of technology or consolidation of investments to better meet organizational goals; needed redesign; modification of an asset if previously undetected faults in the design, coding, or installation are discovered during the course of operations; identification of operational or maintenance costs that are higher than anticipated; and identification of other operational and maintenance improvements that may be made to improve performance, customer satisfaction, business results, financial performance, and innovation. Application reviews may be staggered throughout the calendar year and combined. The Contractor shall coordinate with program managers to schedule the operational analysis review and the format of support documentation. The Contractor shall:

- Provide analysis of user data requirements, selection of appropriate databases, and evaluation of the completeness, consistency, and validity of data contained in the databases.
- Investigate and evaluate technologies that have the potential to improve application and database operations and/or resolve problems or issues.
- Determine feasibility and viability of incorporating assessed technologies in the USCIS operational context.
- Identify the costs and benefits of incorporating assessed technologies in the USCIS operational context.
- Identify the most 508 compliant of the assessed technologies.
- Develop anticipated timeline for the operational use of the assessed technologies.
- Identify how assessed technologies fulfill DHS and USCIS standards and specifications.
- Identify how assessed technologies impact compatibility and interoperability with existing systems, applications, subsystems, and components.
- Identify risks associated with incorporating assessed technologies and risk mitigation strategies.
- Perform Operational Analysis annually ~~on~~ for ~~each~~ Exhibit 300 applications (see Operational Analysis): CSWP (includes CRIS and E-Filing), C3, and C4.

Deliverables (See Deliverables Schedule) included within this task may include, but are not limited to:

- Research and analysis reports and briefings.
- Operational Analyses.
- ~~Section 508 Determinations & Findings Form indicating results of Section 508 market research.~~

4.3 Task Three: Maintenance Tasks

While performing scheduled, unscheduled, routine and ad hoc operational duties, application maintenance actions may be identified. Needed actions that are approved become maintenance tasks. ;Depending on the development methodology identified for specific maintenance tasks, the maintenance development process may or may not ~~and~~ fall within the governance structure of USCIS SELC and Change Control and Release Management (CCRM). When a DHS approved development methodology is identified by USCIS Program Management that falls outside those identified within the USCIS SELC and CCRM, (e.g. Scrum/Agile), USCIS will provide detailed guidance to the documentation and review/approval milestones necessary to complete the maintenance task. This special exception shall apply in all instances where adherence to USCIS SELC/CCRM is referenced within this SOW. Maintenance tasks may also arise based on needs of OIT and business stakeholders. Maintenance activities are categorized as *corrective, adaptive, or relevance*, as described below:

- **Corrective Maintenance:** Correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors.
- **The Adaptive Maintenance:** Upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform changes.
- **Relevance Maintenance:** Accommodate new or changed user requirements or to increase the application performance or enhance its user interface.

When corrective maintenance fits the CCRM criteria of "emergency" it may be exempt from many of the maintenance tasks described herein due to the abbreviated timeline needed to deploy the emergency build. Otherwise, the Contractor shall perform the tasks in this section based on the direction of the Government project manager (IT PMs) and USCIS SELC guidance.

The Contractor shall submit document deliverable items required by USCIS SELC as specified in Project Tailoring Reviews to the USCIS electronic document library. The Contractor shall comply with a standard and accessible change control process in accordance with USCIS OIT CCRM policy. A change is an addition, modification, or removal of approved, supported, or baseline hardware, network, software, application, system, image, or associated documentation.

4.3.1 Project Management

The Contractor shall provide project management and administrative support to the Government IT Project Managers for the various applications named within the scope of this SOW. Each of

the Government IT PMs are simultaneously tasked to work with their respective business units in the accomplishment of application O&M. Business unit stakeholders will often accompany IT PMs to meetings in order to provide further clarification of user requirements and needed functionality. The purpose of the Contractor Project Manager is to support the timely execution of application releases by managing internal Contractor resources assigned to the release, and to assist the Government IT PMs in their cross-organizational management of releases. The Contractor shall institute risk management best practices, and shall document and track risks; develop risk mitigation strategies; and support risk management practices so that risks do not become issues. The contractor shall provide the Government real-time access to their risk management tool through an automated process, such as Share Point.

The Contractor shall also produce and update project schedules and shall report and account for project costs incurred within the scope of this contract. Schedules and costs shall be reported, tracked, and managed with a Government-provided project management tool (currently MS Project Server). The Contractor shall establish columns in MS Project for the calculation of EVM data associated with calculating and displaying cost and schedule variances, and for calculating the Cost Performance Index (CPI) and the Schedule Performance Index (SPI). The purpose of using MS Project is to provide a day-to-day management tool for IT PMs. The Contractor shall support the IT PMs in setting up MS Project projects for each application release. The EVM data calculated in MS Project shall support and be consistent with the monthly EVM reports as described below. The EVM data in MS Project may be required to be updated outside of the aforementioned reports at closer intervals, at the direction of the Government IT PMs, either weekly or bi-weekly as directed by the IT PM. Projects with compressed release schedules will require more frequent reporting than other projects. The MS Project shall show planned versus actual dates for the accomplishment of tasks per the WBS. In addition, the Contractor shall perform the actions needed to ensure the application project data is input into the USCIS OIT integrated master schedule for IT projects, at the WBS level required by the integrated master schedule. The integrated master schedule will help to communicate the resources needed throughout OIT to support planned releases.

The Contractor shall:

- Use risk management and tacking systems and software to provide risk management services.
- Provide overall project management assistance, including project planning, tracking, budgeting, and scheduling.
- Provide Rough Order of Magnitude (ROM) cost and schedule estimates for proposed application changes and other maintenance-related tasks.
- Use government furnished project management and tracking systems and software to provide acquisition schedules, timelines, project briefings, tracking reports, and application status reports to facilitate and monitor project progress.
- Track and report project performance using EVM data
- Input project schedules into integrated master schedule.
- Maintain historical databases and electronic records to better track and compare project progress.

- Utilize, as appropriate, knowledge management and other tools and methodologies for collaboration, document, and data management tracking, verification, and reporting.
- Ensure compliance with applicable laws, regulations, security requirements and contractual terms. Bring to the attention of the appropriate USCIS OIT manager the impact of new or changing laws, regulations, security requirements, and contractual terms.
- Identify methodologies to identify project performance and quality problems leading to early and effective corrective action.
- Provide recommendations and briefings related to improving application performance and supportability.
- Provide data ~~and services~~ for completing the Next Generation Program Reporting Form (nPRS) on behalf of Government IT PMs for those applications within the scope of this SOW that are subject to OMB Exhibit 300 and OMB Exhibit 53 reporting (reference Table 2: Reference Information) requirements [currently CSWP, FIPS, NFTS, CLAIMS 3, CLAIMS 4, and Biometrics (BBSS and CPMS)].
- Acquire access privileges to enterprise project management tools and databases (including, but not limited to, ~~Kovair~~, MS Project Server, Information Technology Document Library (ITDL), and Remedy).

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Project Management Plans (PMP) for each planned release.
- Government-approved Work Breakdown Structure (WBS) for each release.
- Project schedule maintained in a Government-furnished project management application (i.e. MS Project or other application as specified and provided by the Government) that accounts for schedule duration, milestones that align with USCIS SELC phases as proscribed in release tailoring reviews, planned start and end dates, actual start and end dates, and other EVM-related data as described in the Earned Value Management Section.
- Section 508 ~~Determinations & Findings Form~~Documentation for each release (to be supplied for Government signatures). This is a pre-printed form that is part of USCIS SELC.
- Planning Review Briefing for each USCIS SELC Planning Review.
- Risks, risk status, and risk mitigation strategies for each application release.

4.3.2 Requirements Collection, Definition, and Management

The Contractor shall provide support for the identification, collection, and documentation of requirements that support proposed or approved system change requests for the applications within the scope of this SOW. The requirements must meet USCIS quality criteria and be testable, and must be traced to business requirements, to design elements, to code units, and to tests. The Contractor shall provide configuration management services to ensure traceability and to manage requirements change. The Contractor shall:

- Attend System Change Request (SCR) reviews [such as Customer Review Boards (CRB)] on behalf of or in conjunction with IT PMs as needed
- Attend Change Control Board (CCB) meetings on behalf of or in conjunction with IT PMs as needed

The Contractor shall use a Government-furnished Requirements Management Tool for the management of the requirements. Currently, the Government uses ~~Kovair~~ Rally ~~Requirements Management~~Lifecycle Application Management (ALM) as a control environment for requirements for projects using an agile methodology.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- System Requirements Document (SRD) created or updated for each release.
- Requirements Traceability Matrix (RTM) created or updated for each release.
- Requirements Review Briefing for each USCIS SELC Requirements Review.

4.3.3 Design

The Contractor shall engineer and re-engineer, as applicable, application design as a result of approved changes to applications within the scope of this SOW. Application design changes shall be documented, and design elements must be categorized as individual objects and traced to the requirements they support. Design may include user interface mock-ups, detailed use cases describing system behavior, modeling languages such as Unified Modeling Language (UML) or Business Process Modeling Notation (BPMN), data models, and/or context and architectural diagrams.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to:

- Design Document (DD) created or updated for each release.
- Design Review Briefing for each USCIS SELC Preliminary and Final Architecture Design Review.

4.3.4 Software Maintenance

The Contractor shall fully maintain USCIS applications as required by this Statement of Work. Operating assets require modification to accommodate bugs and errors, legislative changes, changes to the business context, evolving user needs, and advances in technology. Operating assets in the production environment require approved System Change Requests (SCR) before changes to baseline code can be implemented. The Contractor may also be required to make configuration changes to applications, which do not require changes to the code baseline. The Contractor shall document approved changes in accordance with the USCIS SELC. The documentation items are identified at SELC tailoring reviews when changes are packaged into releases. The Contractor shall apply configuration management services to ensure system, application, subsystem, and component integrity as a technology change moves through the maintenance (development/test), staging, and production environments.

Prior to the start of a release, the Contractor and the USCIS Project Manager shall agree on the maintenance type (corrective, adaptive, or relevance) and scale of the modification, which may be defined as minor, moderate, or major. The Contractor shall provide personnel that are

experienced and trained in modern agile development principles to include SCRUM and Kanban and use these resources when a maintenance release is decreed to follow an agile methodology.

The following table provides guidelines for estimating the resources (for EVM purposes) required to perform the work associated with an approved SCR. The Contractor shall provide to the IT PM project management support needed for the execution of release specific project management functions as described the Project Section. The number of releases (by type) a given application is likely to require in a given year are estimated in Appendix 2: Application Support Table.

Type of Release	Estimated Level of Effort
Minor	001-750 Hours
Moderate	751- 3000 Hours
Major	3001-6000 Hours

When a major change is deployed, the Contractor shall provide 24 x 7 coverage beginning with the deployment date and lasting three days.

4.3.5 Corrective Maintenance

The Contractor shall perform corrective maintenance to identify the source, then correct software failures, performance failures, and implementation failures that result from design errors, logic errors, and coding errors. Activities associated with corrective maintenance shall include the following:

- Perform emergency repairs when immediate correction is necessary to continue user service.
- Perform corrective coding to reflect the specifications or to correctly utilize system resources.
- Perform unit testing to verify that corrective coding and emergency repairs adhere to specifications.
- Conduct problem analysis and resolution.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.6 Adaptive Maintenance

The Contractor shall perform adaptive maintenance to upgrade or convert the application as a result of changes in the operating environment. The term environment refers to all of the conditions and influences which act from outside upon the application, such as business rule, Government policies, legislative changes, work patterns, or software and hardware platform

changes. Activities associated with adaptive maintenance shall include, at a minimum, the following:

- Modify an application and/or subsystem, component, hardware, software, or utility as needed to ensure continued operability when a condition in the operating environment changes.
- Modify baseline application code to change functionality or business processes.
- Replace unsupportable software and hardware with new versions of the same technology or completely new technology solutions where practical.
- Perform unit testing to verify that adaptive maintenance actions adhere to requirements and design specifications.

Enhancements, adaptations, or modifications to applications within the scope of this SOW may, with minimal forewarning, be imposed upon USCIS OIT by the White House, Congressional actions, the Office of the Inspector General, USCIS senior officials, or by other USCIS emergency or operational imperatives. The Contractor must have the ability to responsively comply with these special requests, inquiries, studies, and/or tasks required to maintain relevant system functionality.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.7 Relevance Maintenance

The Contractor shall perform relevance maintenance to accommodate new or changed user requirements or to increase the application performance or enhance its user interface. Relevance maintenance shall include but not be limited to the following:

- Perform hardware or software upgrades or conversions to improve performance.
- Redesign activities that modify functionality and/or produce technical improvements to enhance software and security.
- Perform modifications to the systems due to changes in reporting requirements, data edits, etc.
- Modify baseline application code to enhance the user experience, change functionality or business processes, or improve performance.
- Perform unit testing to verify that relevance maintenance actions adhere to requirements and design specifications.

Deliverables (see Deliverables Schedule) included within this task may include, but are not limited to updated software configuration baselines using Government-furnished version manager.

4.3.8 Testing

The Contractor shall verify that the outputs from corrective, adaptive, and relevance maintenance tasks meet approved requirements, while not affecting functionality outside of the approved

changes. As a part of this task, the Contractor shall perform Section 508 and Functional Qualification Tests (FQT) utilizing Government-furnished tools to demonstrate that a system, application, subsystem, or component performs in accordance with the objectives outlined in the original design and satisfies requirements prior to delivery to the Government. The test task requires the Contractor to create test plans, procedures, and documentation to verify the proper functioning of Contractor created or modified code. Regression testing may occur to ensure maintenance activities did not disrupt existing functionality. Contractor will be responsible for creating automated testing scripts that can be used for both unit and integration testing purposes. The Contractor shall also be responsible for creating basic performance testing scripts that will be used to validate the performance impacts of coding changes before changes are moved into SAT.

After code delivery, the Contractor shall interface with Government, other support contractors, and third-party vendors throughout system integration, system acceptance testing, Section 508, and user acceptance testing. The Contractor shall provide support to Independent T&E teams to properly build applications in the various test environments. Application support may be required at user acceptance sites. The Contractor shall support the business need for User Acceptance tests by supporting the creation of test scripts and scenarios for these tests. The Contractor shall create and deliver new builds as needed to correct deficiencies found by the Independent T&E team. The Contractor shall track defects found throughout the application lifecycle, and record defects in Government-supplied defect tracking tool, currently "Tracker".

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Plan (DTP) for each release.
- Development Test Analysis Report (DTAR) for each release.
- Section 508 Test Document as directed.
- Test Readiness Review (TRR) Briefing for each USCIS SELC TRR.

4.3.9 Deployment

The Contractor shall support the deployment of application changes by coordinating and collaborating with OIT stakeholders responsible for migrating contractor modified code from the Contractor maintenance environment, or data center development and test environments, to the production and staging environments. The Contractor shall provide verbal directions that supplement written installation instructions provided in the Version Description Document (VDD) in order to support the build of applications, subsystems, and components within the scope of this SOW.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Deployment Plan for releases, as required.
- Version Description Document (VDD) for each release.
- Release Readiness Review (RRR) Briefing for each USCIS SELC RRR.
- Updated software configuration baselines using Government-furnished version manager.

4.3.10 Post-Deployment

The Contractor shall support activities associated with a release after deployment when there are problems or issues with the content of the release. Post-deployment activities typically involve

defect or problem diagnosis, problem resolution, and corrective actions that may result in emergency releases. Emergency releases resulting from a defect typically do not require USCIS SELC documentation, and do not require further USCIS SELC accountability. Emergency releases of this type are considered post-deployment actions and fall within this subtask. Defect correction activities (also categorized as corrective maintenance) that are rolled into succeeding releases that are not classified as emergency releases, but are rather part of a minor or major release, should not be considered a post-deployment action.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- Development Test Analysis Report (DTAR) for each emergency release.
- Version Description Document (VDD) for each emergency release.
- Root Cause Analysis, as requested.

4.3.11 Decommissioning

The Contractor shall perform needed functions to decommission applications that are within the scope of this SOW upon Government direction when they reach the end of their useful life. The Contractor shall support efforts to analyze the impact of the decommissioning on current users as well as the impact on other systems, applications, subsystems, and components with which the decommissioned application interfaces. The Contractor shall plan for and execute the migration and/or storage of data as needed; coordinate with the appropriate stakeholders to ensure GFP is returned to the Government, and that privacy and Government data is wiped from disposed and excess equipment. Decommissioning activities are projects unto themselves, and as such are subject to the same type of project management activities as required for releases.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Disposition Plan.

4.4 Task Four: Security Remediation

The objective of the Security Remediation task is to ensure all of the applications within scope of this SOW receives security Certification & Accreditation (CA) if not achieved previously, and to maintain an acceptable C&A status throughout the duration of the SOW for those applications that receive or have C&A. The Department of Homeland Security 4300A requires that an Authority to Operate (ATO) is granted every three years, with an annual refresh. For planning purposes, consider performing 12 ATO's per year, however the actual number may vary depending on ATO expiration. The C&A process and its related documentation is required to achieve the ATO. For further information see NIST 800-37, and Office of Management and Budget (OMB) Memorandum 10-15.

4.4.1 Information Systems Security Official Support

To support OMB Circular A-123 controls and security reporting for applications, the Contractor shall provide Information Systems Security Official (ISSO) services as required for all applications within scope of this SOW. Contractor-provided ISSO support shall interface with the USCIS OIT representative to ensure that the requirements identified in DHS 4300A, description of ISSO responsibilities are fulfilled. The Contractor ISSOs shall:

- Prepare required documentation to support the USCIS C&A process as required by the Government.
- Provide localized security training as directed by the Chief Information Security Officer (CISO) or Information System Security Manager (ISSM).
- Provide monthly status reports of all Plan of Action and Milestones (POA&M) related to each application.
- Provide monthly status report of annual assessments performed.
- Report all Information Security and Privacy Data incidents, as required.
- Perform duties as described in the ISSO designation letter.

The Contractor shall provide support to the OIT Information Systems Security Manager (ISSM) in meeting the information security requirements for USCIS data processing installations. The Contractor shall assist the ISSM with the management and administration of USCIS IT application systems operations and ensuring compliance with Federal security regulations, policies, guidelines, and applicable National Institute of Standards and Technology (NIST) standards.

The ISSO is responsible for creating, updating, and maintaining the documents associated with the C&A and for the continuous monitoring of applications within the scope of this SOW [classified as Sensitive But Unclassified (SBU)]. Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan (SSP)
- Security Test and Evaluation (ST&E) Plan
- Security Assessment Report (SAR)
- Signed Accreditation Letter [Authority to Operate (ATO)]
- Contingency Plan (CP)
- Contingency Plan Test (CPT) Results
- FIPS 199
- E-Authentication
- Privacy Threat Assessment (PTA)

4.4.2 Security for Information Technology Resources

All services, hardware, and software provided under this SOW must be compliant with DHS Information Security Policy, identified in MD4300.1, Information Technology Systems Security Program; 4300A Sensitive Systems Policy and Handbook; and Homeland Security Acquisition Regulation (HSAR) Section 3052.204-70, Security Requirements for Unclassified Information Technology Resources.

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

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

- Submit for approval a SSP within 30 calendar days after contract award, which shall be consistent with and further detail the approach contained in the Contractor's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.
- Ensure the SSP complies with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.
- Ensure the SSP includes instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

Within 90 calendar days of receiving from the Government, circuits and equipment used for establishing extranet connections, the Contractor shall submit written proof of IT Security Accreditation to DHS for approval by the Certifying Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

It is estimated that it will take 6 weeks to create the initial Certification & Accreditation (C&A) artifacts and review the artifacts. The Contractor shall create the C&A artifacts and USCIS OIT will review the artifacts. Certification takes approximately 30 days: 10 days to produce a test plan, 10 days for testing, 10 days for analysis and reporting. During the final 4 weeks, security testing will occur. The Contractor shall update the System Security Plan with the results from the security testing in step two, open plans of actions and milestones, and forward any risk acceptance documentation (if required). OIT will prepare the ATO documentation.

The Contractor shall provide support for USCIS test and evaluation of operating systems' security integrity and penetration testing of communications networks and workstation utilities as required.

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to:

- System Security Plan, within 30 calendar days after contract award
- Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government, circuits and equipment used for establishing extranet connections

4.4.3 Security Management

The Contractor shall appoint a Security Manager to act as a Corporate Security Officer. The individual shall interface with the Office of Security and Integrity (OSI) through the COTR on all security matters, to include physical, personnel, and protection of all sensitive documents/material handled by the Contractor. The COTR and OSI will have the right to inspect procedures, methods and facilities utilized by the Contractor to comply with the security requirements under this contract.

4.5 Task 5: Transition

Transition is a set of activities that occur when an existing application is added to the SPAS SOW or when the period of performance for any or all of the applications within the scope of this SOW transitions to, or from, the SPAS Contractor. This includes transition-in upon contract award. A Transition Plan shall be completed and agreed to (approved by the SPAS Program Manager) prior to the transition of an application(s) onto the SPAS contract or transition from a contractor to another contractor or government entity.

The Transition Plan shall be created for each application transitioned to the contract. The exception to this is if a Transition Plan is required to migrate all applications within the scope of this SOW from the IT Sustainment and Security Remediation Contract (ITSSR) contractor to the SPAS contractor. In this case, a single Transition Plan may be created.

At the end of the period of performance, the Contractor shall transition all of the GFP (equipment, documents, hardware, software, ~~etc~~etc.) within the scope of this contract back to the Government, and perform activities to support an orderly transition of the applications within the scope of this SOW to another contractor or to the Government.

During the period of performance applications may transition to SPAS. This includes any application that was not previously on the ITSSR contract (such as CRIS, FIPS, Kovair, SODA, and SPS), or applications that cut-over after the start of Base Period of performance.

It is expected that each new application may require up to 120 days of transition; therefore, maintenance tasks shall not be initiated until after transition is completed; however, operations and maintenance activities for some applications including Remedy and SAS may begin immediately and transition will run simultaneously. Transition costs shall be charged to those SLINS being transitioned.

At this time it is known that new applications will be on-boarding to the SPAS task order and those applications and timeline for transition are as follows:

- Customer Management Information System (CMIS) to transition 9/1/2011
- Customer Relationship Information System (CRIS) to transition 9/1/2011
- FOIA/PA Information Processing System (FIPS) to transition at award
- Kovair to transition at award
- National Customer Service Center Siebel at Tier 2 (NCSC Siebel) to transition 9/1/2011

- Remedy to transition at award
- Scan On Demand Application (SODA) to transition at award
- Site Profile System (SPS) to transition at award

For every transition, the Contractor shall establish a transition management team, create a transition charter, and write a Transition Plan. The Transition Plan shall:

- Document the strategic approach
- Identify equipment, hardware, software, documents and other artifacts that are included in the transition.
- Establish milestones and schedules
- Establish activities
- Identify transition risks and risk mitigation
- Define roles and responsibilities
- Define transition approval authorities and lines of communication
- Define skills and skill levels needed to perform sustainment activities
- Define a knowledge transfer approach
- Define a property inventory and transition approach
- Create bi-party or tri-party agreements
- Develop checklists

If the SPAS Program Manager supplies a Transition Plan template within the above referenced elements, the Contractor shall use the template to create the Transition Plan. The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in operational services for the target applications. To ensure the necessary continuity of services and to maintain the current level of support, USCIS may retain services of the incumbent Contractor for some, or all of, the transition period, as may be required.

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

Deliverables (see Deliverables Schedule) associated with this task may include, but are not limited to a Transition Plan, to be completed and approved by the SPAS Program Manager.

- A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities.

- Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.

5. Adherence to DHS Information Technology Standards

The Contractor shall furnish solutions and services necessary to meet contract requirements as well as the DHS policies, standards, and procedures related to the categories described in the following sections.

5.1 Systems Engineering Lifecycle Compliance

Unless falling within the special category of DHS Information Technology Development Methodologies as defined in subsection 5.2, tThe Contractor shall create and maintain IT solutions under the governance of the USCIS SELC. The USCIS SELC is a governance structure that promotes the application of standard repeatable processes for the development and maintenance of IT systems. This improves standards compliance, technical capabilities, and quality of IT projects, whether they are undergoing initial development or follow-on releases to implement corrective, adaptive, or relevance maintenance. Projects that undergo initial and follow-on releases are "tailored" based upon the needs and size of the project. Tailoring is achieved by reviewing the scope, risk, and context of a project to select the appropriate USCIS SELC activities, documents, and reviews to be completed by the project team. This approach enables small projects with limited scope and risk to achieve alignment with the USCIS SELC process without having to complete a full range of lifecycle activities and documentation typically required for large-scale complex information system projects. The product of tailoring is a customized work pattern that identifies the USCIS SELC activities, documents, and reviews necessary for a project to successfully complete the USCIS SELC process.

The applications supported within this SOW may undergo major, moderate, and/or minor releases. The activities and documentation that the contractor will create in order to satisfy USCIS SELC requirements for a release cannot be known until after a tailoring review. The contractor shall work with the application program managers to ensure the cost of individual releases falls within the application budget during the planning phase of every application release.

5.2 DHS Information Technology Development Methodologies

At the approval of USCIS CIO, the Contractor may create and maintain IT solutions as defined by specific DHS development methodologies, such as Scrum/Agile. DHS and USCIS continue to review and adopt the latest and most innovative industry best practices, and intend to take advantage of these as appropriate. Given that the incorporation of these development methodologies into formalized DHS/USCIS governance policy may take a substantial period of time, this subsection is intended to allow both the Contractor and USCIS to take advantage of approved methodologies in a structured and supportable manner. Typically, these new methodologies and guidelines will not yet be defined and detailed within the USCIS or DHS SELC.

Upon notification by USICS that a new methodology is to be incorporated into formalized USCIS governance, the Contractor will begin formalized development of EVM strategies and reports to eventually be incorporated into the existing Contractor Governance systems, for those instances in which reports defined in this SOW are not appropriate. Working with USCIS, the Contractor will implement the formalized control and reporting systems as they are developed and proven suitable and supportable.

5.23 Homeland Security Enterprise Architecture Compliance

The contractor shall be cognizant of Homeland Security Enterprise Architecture (HLS EA) policies, procedures, and standards [HLS EA Technology Reference Model (TRM) and Products Profile]. Contractor provided solutions and services shall be compliant with HLS EA where possible, and provide justification and technical insertion packages to application project managers when a deviation from HLS EA is warranted. 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.

All IT products and services provided by the Contractor shall be subject to EA governance oversight performed by USCIS OIT. In compliance with OMB mandates, all network hardware shall be IPv6 compatible without modification, upgrade, or replacement.

~~5.3 USCIS Enterprise Service Bus for Database Connections~~

~~The USCIS Enterprise Service Bus (ESB) will be used through a standard interface for all data transfers between connected systems, and use of source data will be attained instead of point-to-point extracting, transforming, and loading whole data structure copies from systems of record. The defining of (or permission granting of) access to any USCIS IT resource or data is a function reserved for OIT. This includes agreements or Memorandums of Understanding specifying, defining, or accepting data from external sources or providing data from any source to any USCIS business unit, or to provide USCIS data to any external entity.~~

5.4 Information Technology Accessibility for Persons with Disabilities

The contractor shall comply with the appropriate standards outlined below when developing, maintaining, or selecting for Government use Electronic & Information Technology (EIT).

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

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

36 CFR 1194.21 – Software Applications and Operating Systems, applies to all EIT software

applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 – Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous ~~Javascript~~JavaScript and XML (AJAX) then "1194.21 Software" standards also apply to fulfill functional performance criteria.

36 CFR 1194.23 – Telecommunications Products, applies to all telecommunications products including end-user interfaces such as telephones and ~~non-end-user~~non-end-user interfaces such as switches, circuits, etc. that are procured, developed or used by the Federal Government.

36 CFR 1194.24 – Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.25 – Self Contained, Closed Products, applies to all EIT products such as printers, copiers, fax machines, kiosks, etc. that are procured or developed under this work statement.

36 CFR 1194.26 – Desktop and Portable Computers, applies to all desktop and portable computers, including but not limited to laptops and personal data assistants (PDA) that are procured or developed under this work statement.

36 CFR 1194.31 – Functional Performance Criteria applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 – Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required "1194.31 Functional Performance Criteria", they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a service desk shall have the ability to transmit and receive messages using TTY.

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

36 CFR 1194.2(b) – (COTS/GOTS products), When procuring a product, each agency shall

procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meets some but not all of the standards, the agency must procure the product that best meets the standards.

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

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

36 CFR 1194.3(f) – Back Office, applies to any EIT item that will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment. This exception does not include remote user interfaces that are accessible outside the enclosed "space".

6. Performance Reporting

According to OMB Circular No. A-11, Capital Programming Guide V 2.0, Supplement to Office of Management and Budget Circular A-11, Part 7: Planning, Budgeting, and Acquisition of Capital Assets, operational analysis is a method of examining the ongoing performance of an operating asset (assets that have completed the Acquisition Phase). An operational analysis is, by nature, less structured than performance reporting methods applied to development projects.

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor applicable task orders under EAGLE. "Applicable" applies to tasks in development and to those that by their nature are complex or strategic or impose sufficient risk to the effort; therefore, require the insight afforded by EVM.

Since SPAS applies to applications requiring sustainment, and by their very nature have passed through the development phase of the systems engineering lifecycle, then only that portion of sustainment in which development-type work (coding) occurs (i.e., maintenance, as described in Task Three: Maintenance Tasks) is applicable to EVM. Changes to existing applications must go through CCRM as well as USCIS SELC, both of which have their own internal processes. Changes are packaged and enter the CCRM and USCIS SELC as releases. Since releases have measurable outcomes, that are planned, scheduled, and budgeted, the contractor shall ensure

EVM reports account for application releases. These reports are known as Contract Performance Reports (CPR). Each of the CPR reports are defined in Earned Value Management Reporting Section below.

Performance reporting for those tasks not related to maintenance releases shall be accomplished through Budget Spend Plan tracking, which is described the Budget Spend Plan Section below. Both EVM and Budget Spend Plan tracking shall be accounted for on an application by application basis. In other words, the performance reporting shall be by application and each application shall have its own set of EVM reports. Performance reporting for each application shall contain both Budget Spend Plan tracking and EVM reports (as appropriate for those applications that undergo releases). The annual budgeted amount for each application shall be determined in conjunction with the Government PM prior to the start of the base contract period and prior to the start of each option period. This budgeted amount shall distribute the estimated costs for each CLIN among applications within the CLIN. Actual spending may be redistributed within the CLIN with the Government PM approval.

6.1 Budget Spend Plan

Task One: Program Management, Task Two: Operational Tasks, Task 3: Planning and Requirements subsections, Task 4: Security Remediation, and Task Five: Transition do not require EVM reporting. However, the aforementioned tasks and sub-tasks do require Budget Spend Plan tracking, by application. Additionally, planning and requirements spending should be further tracked by release. The Contractor shall report the monthly and cumulative budget spend plan and track against actual costs for each application. Reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.

6.3 Earned Value Management

In accordance with OMB Circular A-11 and the Federal Acquisition Regulation, the Government will use Earned Value Management (EVM) to monitor those tasks described in this SOW under Task Three: Maintenance Tasks. EVM applies to Task 3 excluding the planning and requirements phases as EVM metrics shall only be applied following baseline establishment, which is immediately following a formal requirements gate review or an informal requirements gate review, which may be conducted by a Government ITPM when the requirement gate review is combined with reviews that span one or more of the following phases: design, development, test, deployment. The Contractor shall use an Earned Value Management System (EVMS) that meets the criteria as defined in the current American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A, *Earned Value Management Systems*, originally approved May 19, 1998, first amended in 2002 ("the ANSI/EIA Standard"), and most recently on 9 July 2007 and published as Government Electronic and Information Technology Association's EIA-748-B. The Contractor shall also provide proof of the EVMS's compliance with the EIA-748 Standard, as described below.

The EIA-748-compliant EVMS shall measure the cost, schedule, and performance of those assets against the established baseline for each USCIS SELC/CCRM release. A release constitutes an increment of work with a defined beginning, endpoint, milestones, and measurable outcome. Releases are scheduled as application maintenance needs are identified throughout the period of performance on this SOW. Each application SOW in Appendix A provides an estimate of the

number and scale of releases that may apply to a given application, however the actual number is not known in advance of need identification.

6.3.1 Verification of the Earned Value Management System

The Contractor shall have a Government-verified EVMS. If the Contractor does not have a verifiable EVMS by task-order award, the Contractor shall develop an acceptable implementation plan providing the strategy for reaching verification of an EVMS and the milestones to accomplish it. The Task Order Contracting Officer (CO) must accept this plan prior to task-order award. The Government reserves the right to obtain independent verification of a Contractor's EVMS, regardless of the type of verification previously completed.

6.3.2 Earned Value Management Reporting

The Government requires EVM information in four Earned Value Reports: the Contract Performance Report (CPR) Formats 1, 3, and 5, as described below, and the Contract Funds Status Report (CFSR). The Contractor shall use the information in these reports to analyze the effectiveness of the EVMS and both the contract performance and the program progress, and take appropriate action based on those findings.

The Contractor shall submit EVM data as required by the CPR Formats described below. The report formats are also referenced in the Government Furnished Information Section. Note that CPR Format 1 is DD Form 2734/1, MAR 05; CPR Format 3 is DD Form 2734/3, MAR 05; and CPR Format 5 is DD Form 2734/5. If the contractor is able to provide the data in ANSI Accredited Standards Committee (ASC) X.12 format, then the Contractor may submit the EVM raw data to the Contracting Officer and Program Manager in that format. However, the Government reserves the right to require contractors to transmit all required data in the appropriate formats by email using Microsoft-compatible software. The following reports shall be submitted no later than 12 working days following the Contractor's accounting period cut-off date. Reports shall reflect data for the calendar month.

- **CPR Format 1** – WBS-oriented EVM report (see Figure 1: WBS Format). Cost and schedule are organized by WBS element at a level pre-determined by the Government. This report is delivered monthly. The performance data must be applied to each application separately. The report data shall be in alignment with and consistent with the weekly, bi-weekly, or monthly EVM data in MS Project, as described in the Project Management Section. Each application's EVM data shall minimally account for major milestones, which for USCIS are the USCIS SELC gate/milestone reviews. The Government and the Contractor shall periodically review and adjust as necessary the WBS reporting levels to ensure they continue to provide appropriate visibility without requiring excessive information. If there is a problem at a lower level, detailed reporting for that WBS element may be required until the problem is resolved.
- **CPR Format 3** – Baseline Report. This format, delivered monthly, tracks changes to baselines throughout the program's duration. The Contractor shall report the baseline for the SOW as a whole, the baseline for each application, and the baseline for each application release. A rebaseline of schedules, budget, or cost that crosses option periods is prohibited without the consent of the Program Manager. The Contractor is authorized to plan schedules and budgets into non-funded option years, but is authorized to charge

against plans only when duly authorized. A rebaseline at the application release level may be authorized by the IT PM.

- **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that exceed 5%. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance. Any schedule variance on the critical path shall be identified and its impact on subsequent milestones and the project cost and schedule quantified. Problem Analysis Report/Variance Narratives shall be provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports.
- **CFSR** – Contract Funds Status Report. The CFSR funding information line items shall apply to applications within the scope of this SOW and be delivered monthly. The CFSR supplies funding data to Program Managers for:
  - Updating and forecasting contract funds requirements
  - Planning and decision-making on funding changes in task orders
  - Developing funds requirements and budget estimates in support of approved investments
  - Determining funds in excess of contract needs and available for de-obligation
  - Obtaining rough estimates of termination costs; and determining if sufficient funds are available by fiscal year to execute the task order

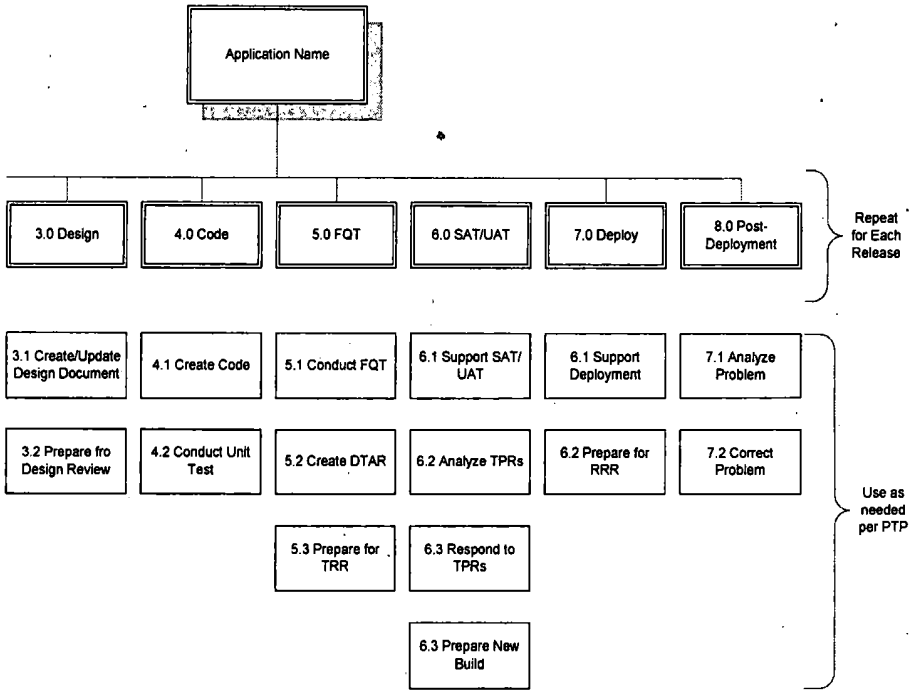

Figure 1: WBS Format

The Contractor shall use the WBS pictured in Figure 1: WBS Format, for EVM reporting conforming to CPR Format 1. Planning and requirements phases are considered level of effort and should be included in the budget spend plan tracking. There shall be a separate WBS for each application and each release within the scope of this SOW. Each WBS shall contain 1.0 Plan to 8.0 Post-Deployment. If no resources are planned or expended in one or more of the second level activities, then the Contractor shall factor zero budget, and no schedule for those activities, as appropriate. The Contractor shall identify the level three sub-activities that are required to satisfy the higher-level activities as per the release Project Tailoring Plan (PTP), a USCIS SELC artifact that drives all of the reviews and artifacts required for a given release. The level three sub-activities shown in Figure 1: WBS Format are examples only. Modifications to the level three sub-activities are permissible, with the approval of the Government PM or project IT PMs.

6.4 Alternative Development Methodologies

Depending on the development methodology identified for specific maintenance tasks, the maintenance development process may or may not conform with the waterfall approach that the WBS in Section 6.3.2 Earned Value Reporting supports. Likewise, the cost and schedule reporting format defined in Section 6.3.2 Earned Value Reporting may not fully provide the program planning and control needed. In these cases, such as with agile development methods like scrum, extreme programming, and Kanban, EVM reporting shall measure level of effort only for the associated discrete and non-discreet tasks. The maintenance activities that follow an agile methodology shall also be accompanied by release burn-up and burn down charts. Snapshots of these charts shall be appended to the appropriate MSR for the applications to which they apply. The snapshots and charts shall be derived from repots run in the USCIS-provided agile requirements management tool, Rally. If the development methodology is Kanban, then a cumulative flow chart (also produced via Rally) shall be appended to the appropriate MSR (instead of burn up and burn down charts).

6.~~3.~~5 Integrated Baseline Reviews

The Contractor shall plan for and participate in integrated baseline reviews (IBRs). Such reviews shall be scheduled as early as practicable. Typically the IBR will be conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable. IBRs are expected to be held at key points during the task order, such as when new applications are added to the Contract or a major maintenance action is completed. The objective of the integrated baseline review is for the Government and the Contractor jointly to assess the Contractor's planning and performance to ensure complete coverage of the statement of work, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

7. Security

The assurance of the security of unclassified facilities, Information Technology (IT) resources, and sensitive information during the acquisition process and contract performance are essential to the DHS mission. DHS Management Directive (MD) 11042.1 *Safeguarding Sensitive But Unclassified (For Official Use Only) Information*, describes how contractors must handle sensitive but unclassified information. DHS MD 4300.1 *Information Technology Systems Security* and the *DHS Sensitive Systems Handbook* prescribe policies and procedures on security for IT resources. Contractors shall comply with these policies and procedures, any replacement

publications, or any other current or future DHS policies and procedures covering Contractors that require access to facilities, IT resources, or sensitive information. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted by the contractor except as specified in the task order.

7.1 Contractor Employee Access

In accordance with HSAR Section 3052.204-71, Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. System administrator, developers, and database administrators (i.e. those with privilege access) have been identified as high-risk positions and require, at minimum, a successfully adjudicated Background Investigation (BI), according to DHS MD11055, Suitability Screening Requirements for Contractor Employees. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

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

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

The Contractor shall include the substance of HSAR Section 3052.204-71 in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

The following definitions are provided as per HSAR Section 3052.204-71:

- Sensitive Information: Any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:
    - Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29)

as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

- Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);
- Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and
- Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

- Information Technology Resources: Include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

7.2 Unclassified Facilities and IT Resources

The Contractor shall be responsible for the lease, rental, or ownership of their work site; the build-out of office space, per the Contractor's requirements; the establishment and maintenance of network cable drops to individual workstations and servers; and site IT and physical security. The Contractor is required to install and maintain technical security equipment, such as alarms, cameras (if applicable), and controlled-access equipment. The Contractor must also procure all necessary equipment and materials, and is required to maintain and repair all physical security equipment to ensure it is operating properly. The Contractor is expected to follow NIST and USCIS Security policy. The contractor will provide the degree of physical security protection commensurate with the sensitivity of the USCIS system access and information used for contract performance

7.3 Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's ~~Technical~~ Representative (CO~~T~~R), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external

to DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Should the COTR or USCIS Office of Security and Integrity (OSI) determine the Contractor is not in compliance with the security requirements of the contract, the Contracting Officer will notify the Contractor, in writing, of the appropriate action that will be taken to rectify any non-compliance to the contract security requirements.

7.4 Interconnection Security Agreements

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

8.0 Deliverables, Performance and Delivery Schedule

The Contractor shall submit the deliverables that are indicated in the Deliverables Schedule to the CO and COTR. Deliverables including Personally Identified Information (PII) shall be provided in Email only if encrypted, and/or by other Government-specified delivery methods that are capable of safeguarding PII data. The Contractor shall respond to the Government's required format for all deliverables prior to commencing any effort on the tasking.

For purposes of delivery, all deliverables shall be made by close of business (COB) 4:30 P.M. local time to 111 Massachusetts Ave., Washington D.C. 205209. Monday through Friday, unless stated otherwise.

All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.

Each deliverable shall be accompanied by a cover letter from the Contractor on Company letterhead. Multiple deliverables may be delivered with a single cover letter describing the contents of the complete package.

In the event the Contractor anticipates difficulty in complying with any contract-level delivery schedule, the Contractor shall immediately provide written notice to the CO, COTR and the Government Program Manager. For any task order level deliverable, the Contractor shall provide written notification immediately to the CO and COTR. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this date shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or any rights or remedies provided by law or under this contract.

The USCIS COTR and/or USCIS Project Manager will be monitoring/reviewing the contractor's security requirements, and making or requiring changes, if necessary.

The Contractor does not have proprietary rights to any of the information contained in any of the deliverables provided to the Government, including schedules, EVM reports, budget spend plans, operational analysis, and monthly status reports.

All data entered into Government furnished property becomes the sole property of the Government at the moment the data is input.

8.1 Status Reporting

The contractor shall provide a Budget Spend Plan, as described in the Budget Spend Plan Section ~~Section,~~ and EVM reports as described in the Earned Value Management Section. In conjunction with the Monthly Budget Spend Plan and EVM Reports, the Contractor shall provide in accordance with SOW Attachment A:

- Written text that summarizes accomplishments and activities for Contractor Program Management, Operations, Maintenance, Security Remediation, and Transition tasks for each application
- Written text that summarizes non-application-specific accomplishments and activities
- Ad hoc reporting statistics per application
- Key application performance indicators derived from Infrastructure as a Service dashboard
- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Attachment A) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government ~~feed back~~feedback regarding the sample reporting requirement provided in Attachment A.

Additionally, Monthly Status Report shall breakout monthly costs by IT application, by task area and track development costs by specific release (see Appendix 3).

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the

document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	Deliverable	Due Dates
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Property (GFP) Tracking	A method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on data fields	A Government-accepted method shall be in place within 5 months of contract award.
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award
4.1.3 Establish and Maintain Maintenance Environment	~~Kovair releases~~	~~As per application project plan; approximate number should not exceed 2 major and two minor per year~~
	Updated USCIS SELC documentation for each release	Updated at each release
Task Two: Operational Tasks		
4.2.1 Ad-Hoc Reporting	Ad Hoc reports	Scheduled and unscheduled
4.2.2 System Administration	~~New or rebaselined SWADs for each application~~	~~Within 90 days of achieving entry on duty~~
	Systems Administration & Operations Manual (SOAM) for each application	Updated at each release or newly created as per application project plan if not previously existing
	A Transition Plan that specifies how the Contractor will turn over non-mainframe application system	November 15, 2013

Section	Deliverable	Due Dates
	and database administration functions to a third-party production environment support team.	
4.2.3 Application User Support	User Manuals	Updated at each release or newly created as per application project plan if not previously existing (delivered in MS Word version consistent with USCIS version at time of delivery).
	Training Artifacts	Updated at each release or newly created as per application project plan if not previously existing
	~~Job Aids~~	~~Updated at each release or newly created as per application project plan if not previously existing~~
	~~Application delivered on demand help~~	~~Updated at each release or newly created as per application project plan if not previously existing~~
	~~Application delivered on demand training~~	~~Updated at each release or newly created as per application project plan if not previously existing~~
	~~Computer based training~~	~~Created or updated as needed when applications change via the USCIS LMS, and using the USICS LCMS, or other source code.~~
4.2.4 Database Administration	Systems Administration & Operations Manual (SOAM) maintenance information	Updated at each release or newly created as per application project plan if not previously existing
4.2.5 Application Research and Analysis	Research and analysis reports and briefings	Quarterly
	Operational Analyses	April 1, ~~annually~~ ~~Quarterly~~
Task Three: Maintenance Tasks		

Section	Deliverable	Due Dates
4.3.1 Project Management	Project Management Plans (PMP)	Updated at each release or newly created if not previously existing
	Government-approved Work Breakdown Structure (WBS)	Updated at each release
	Project schedule maintained in a Government-furnished project management application	Each release
	Section 508 ~~Determinations & Findings Form~~Documentation	Each release
	Planning Review Briefing	Each USCIS SELC Planning Review
	Risks, risk status, and risk mitigation strategies	Each release
4.3.2 Requirements Collection, Definition, and Management	System Requirements Document (SRD)	Updated at each release or newly created if not previously existing
	Requirements Traceability Matrix (RTM)	Updated at each release or newly created if not previously existing
	Requirements Review Briefing	Each USCIS SELC Requirements Review
4.3.3 Design	Design Document (DD)	Updated at each release or newly created if not previously existing
	Design Review Briefing	Each USCIS SELC Preliminary and Final Architecture Design Review
4.3.5 Corrective Maintenance	Updated software configuration baselines	As per application project plan
4.3.6 Adaptive Maintenance	Updated software configuration baselines	As per application project plan
4.3.7 Relevance Maintenance	Updated software configuration baselines	As per application project plan
4.3.8 Testing	Test Plan (TP)	Each release
	Test Analysis Report (TAR)	Each release
	Section 508 Test Document	Each release, as required
	Test Readiness Review (TRR) Briefing	Each USCIS SELC TRR

Section	Deliverable	Due Dates
4.3.9 Deployment	Deployment Plan	Updated at each release or newly created if not previously existing
	Version Description Document (VDD)	Each release
	Release Readiness Review (RRR) Briefing	Each USCIS SELC RRR
4.3.10 Post-Deployment	Development Test Analysis Report (DTAR)	Each emergency release
	Version Description Document (VDD)	Each emergency release
	Root Cause Analysis	As requested
	Updated software configuration baselines	Each emergency release
4.3.11 Decommissioning	Disposition Plan	As required
Task Four: Security Remediation		
4.4.1 Information Systems Security Official Support	System Security Plan (SSP)	Updated as required or newly created if not previously existing
	Security Test and Evaluation (ST&E) Plan	Updated as required or newly created if not previously existing
	Security Assessment Report (SAR)	Updated as required or newly created if not previously existing
	Signed Accreditation Letter (ATO)	Updated as required or newly created if not previously existing
	Contingency Plan (CP)	Updated as required or newly created if not previously existing
	FIPS 199	Updated as required or newly created if not previously existing
	E-Authentication	Updated as required or newly created if not previously existing
	Privacy Threat Assessment (PTA)	Updated as required or newly created if not previously existing
4.4.2 Security for Information	System Security Plan	Within 30 calendar days after contract award

Section	Deliverable	Due Dates
Technology Resources	Proof of IT Security Accreditation	Proof of IT Security Accreditation, within 90 calendar days after receiving from the Government circuits and equipment used for establishing extranet connections
Task Five: Transition		
4.5 Task 5: Transition	Transition Plan	A Transition Plan shall be delivered 30 calendar days after contract award, and the transition activities shall be scheduled for completion 90 calendar days after the Transition Plan is approved by the SPAS Program Manager. The Contractor shall account for a 15 business day Government review process prior to transition execution. The 15-day review and approval process is not included in the 90-day transition activities. Upon individual application transition, a Transition Plan shall be started at least 120 days before the transition deadline, and be approved by the SPAS Program Manager 90 days before the transition deadline. The SPAS Program Manager shall have two weeks to review and recommend modifications to the Transition Plan. After the Transition Plan is approved by the SPAS Program Manager, transition activities may begin.
General Reporting		
6.1 Budget Spend Plan	Budget Spend Plan Tracking	Report the monthly and cumulative budget spend plan and track against actual costs; reports shall be in both text and graphic ("S" Curve) formats and delivered monthly.

Section	Deliverable	Due Dates
6.2 Operational Analysis	~~Application Annual Review~~	~~Each application annually; dates to be coordinated with IT PMs.~~
6.3.2 Earned Value Management Reporting .	Cost Performance Report (CPR) Format 1: WBS-oriented EVM report	Monthly, no later than the 15th of each month.
	Cost Performance Report (CPR) Format 3: Baseline Report	Monthly, no later than the 15th of each month.
	Cost Performance Report (CPR) Format 5: Problem Analysis Report/Variance Narrative	Provided for both the weekly (or bi-weekly) WBS-oriented EVM reports and the CPR Format 3 Baseline reports when a variance exceeds 5%.
	Contract Funds Status Report (CFSR)	Monthly, no later than the 15th of each month.
6.3.3 Integrated Baseline Reviews	Integrated Baseline Review	Conducted 90 calendar days after task order award but not later than 180 days after task order award as applicable.
8.1 Status Reporting	Monthly Status Report	Monthly, no later than the 15th of each month. (see attachment A).
~~Certifications~~		
~~9. Certifications~~	~~Demonstrate operating capability at SEI CMMI Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals.~~	~~Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor must show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.~~

Table 1: SOW Deliverables

There are multiple deliverables required, some of which are not priced; consequently, there is a deliverables CLIN which is not separately priced to allow for the acceptance of deliverables.

8.3 Government Acceptance of Deliverable

The Government will have ten (10) business days to accept or reject Contractor deliverables. The Contractor will be notified in writing by the COTR of all rejected deliverables and include the ~~rational~~rationale behind the rejection and a short description as to what needs to be completed by the Contractor in order for the deliverable to be deemed acceptable. The Contractor will have three (3) business days to resubmit the deliverable to the Government for final acceptance.

~~9. Certifications~~

~~The Contractor shall be required to demonstrate operating capability at the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Maturity Level 3 or above based on the SEI CMMI model version and Standard CMMI Appraisal Method for Process Improvement (SCAMPI) Standard CMMI® Assessment (SCAMPI A) appraisal method current at the time of required appraisals. All SCAMPI A appraisals used as credentials must be conducted by an SEI authorized lead appraiser who is external to the Contractor being appraised.~~

~~Prior to contract award and 60 days prior to each Option Period (separately for Option Period 1, Option Period 2, Option Period 3), the Contractor shall show evidence of a successful external Maturity Level 3 SCAMPI A appraisal accepted by the SEI. This appraisal must be performed on an organizational unit to which the Contractor belongs.~~

~~The Government reserves the right to at any time post award (no more than once in a six month period) to conduct an IV&V CMMI software process audit using an independent assessor consistent with the ref (a) at the provider's development facility used for USCIS work.~~

10. Government Furnished Property and Information

A list of Government Furnished Property (GFP) is provided at award, in addition, more GFP will be provided for new applications that on-board the SPAS Task Order. Additional GFP is expected to be provided to support new applications. Required GFP will be identified during the new application transition period and will be provided mutually agreeable dates. GFP will be added to the task order through a contract modification.

USCIS will supply the Contractor with GFP desktops and servers to mitigate the potential spillage of Personally Identifiable Information (PII) data when using Contractor-supplied equipment. No Contractor-provided computing equipment shall be used in the performance of this Task Order. Work performed in accordance with this SOW shall be conducted on GFP and networks. The contractor work-site must be an accredited USCIS extra-net site and receive an ATO from USCIS CIO.

The Government information identified below shall be used in the performance of the work described in this SOW.

Document Name	Publication Number/Applicable Web Site	Ver.	Date
CCRM Manual	http://ccrm.uscis.dhs.gov/	1.0	Jul 2010

DHS ICCB Change Management Handbook	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86492/DHS+ICCB+Change+Management+Handbook+v3+0.pdf	3.0	Jan 2010
USCIS Systems Engineering Lifecycle (SELC)	http://docs.uscis.dhs.gov/dsweb/Get/Document-74928/	3.0 (Draft)	Dec 2009
ITLM	http://docs.uscis.dhs.gov/dsweb/Get/Document-58265	2.0	Feb 2008
Contract Performance Report (CPR) Format 1, 3, and 5	http://www.everyspec.com/DoD/DoD+FORMS/CostPerformanceReport_DID-MGMT-81466-FORMS_(DD-FORM-2734)_6134/	N/A	Apr 2005
Contract Funds Status Report (CFSR)	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1586.pdf	N/A	Aug 96
USCIS Section 508 Policy (ME3-2)	http://docs.uscis.dhs.gov/dsweb/Get/Document-83754/	1.0	Mar 2008
DHS Management Directive 4010.2	http://dhsconnect.dhs.gov/policies/Instructions/4010.2%20Section%20508%20Program%20Management%20Office%20and%20Electronic%20and%20Information%20Technology%20Accessibility.pdf	N/A	
DHS Memorandum to Component Heads	http://docs.uscis.dhs.gov/dsweb/Get/Document-62146	N/A	Oct 2008
DHS Memorandum to DHS Employees	http://docs.uscis.dhs.gov/dsweb/Get/Document-62145	N/A	Oct 2008
OMB Memorandum	http://docs.uscis.dhs.gov/dsweb/Get/Document-59336	N/A	Nov 2007
USCIS Rules of Behavior	http://isd.uscis.dhs.gov/goverance/default.html	N/A	Mar 2010
Technical Guide to Information Security Testing (Draft)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86486/Technical+Guide.pdf	0.3 (Draft)	Nov 2007
Capital Planning and Investment Control (CPIC) Guide	http://mydocs.uscis.dhs.gov/dsweb/View/Collection-15133	0.3 (Draft)	Jan 2008

Information Security	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86488/Information+Security.pdf	2.0	Dec 2007
Information Security (Annex 1)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86489/Information+Security_Ennex1.pdf	2.0 Revision 2 Excerpt	Dec 2007
Information Security (Annex 3)	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86490/Information+Security_Ennex3.pdf	2.0 Revision 2 Excerpt	Dec 2007
Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86491/Guide+to+Test....pdf	N/A	Sep 2006
DHS Sensitive Systems Policy 4300A	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sspolicy.aspx#4300A.	7.2	Apr 2010
DHS Security Architecture	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/archdocs.aspx	2.0	Nov 2009
OMB Memorandum 10-15	http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-15.pdf	N/A	Apr 2010
SQL ~~Sever~~Server Hardening Guide for DHS	http://dhsconnect.dhs.gov/org/comp/mgmt/cio/iso/Pages/sscg.aspx	2.1	May 2007
~~Standard CMMISM Appraisal Method for Process Improvement (SCAMPISM), Version 1.1: Method Definition Document~~	~~http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86493/SCAMPI+Method+Definition+Document.pdf~~	~~1.1~~	~~Dec 2001~~
National Defense Industrial Association (NDIA) Program Management Systems Committee (PMSC) Earn Value Management Systems Intent Guide	http://mydocs.uscis.dhs.gov/dsweb/Get/Document-86494/NDIA_PMSC_EVMS_IntentGuide_Nov_2006_Released_Version[1].pdf	N/A	Nov 2006

OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008
OMB 300 Circular A-11	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s300.pdf	N/A	June 2008
OMB 300 Circular A-11 Exhibit 53	http://www.whitehouse.gov/sites/default/files/omb/circulars/a11/current_year/s53.pdf	N/A	2008

Table 2: Reference Information

11. Contract Personnel

The Contractor shall provide a staffing matrix that identifies the certification type, certification date, and percentage of dedicated staff, by task area, that possess certifications relevant to meeting contract requirements. Acceptable certifications include, but are not limited to:

- MSCE (Microsoft Certified System Engineer) or MCITP (Microsoft Certified Information Technology Professional) on the Windows 2003 Operating System
- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)
- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the

Contractor shall notify the Contracting Officer and ~~via~~ the Contracting Officer's ~~Technical~~ Representative (CO~~T~~R) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

Program Manager **Beverly Bacon**	Overall authority for the Task Order. The Contractor Program Manager shall possess at a minimum: Project Management Professional (PMP) ~~and ITIL Foundation level~~ certification.
Technical Director **Zerrin M. Holtz**	Overall authority for Technical Solutions. The Contractor Technical Director shall possess at a minimum: Project Management Professional (PMP) ~~and ITIL Foundation level~~ certification.
Security Manager **Pending Change**	Overall authority over the Security tasks. The Security Manager shall possess at a minimum, certification for Certified Information Systems Security Professional (CISSP).
EVM Manager **Nils Kandelin**	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the CO~~T~~R. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

This section provides guidance to vendors responding to the SPAS Request for Proposal.

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC

documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate (X.x)	Minor (X.x.x or system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	
Risk Management Matrix	New	New	
Training Plan	New		
Requirements Traceability Matrix	New	New	
Requirements Document	Updated	Updated	
Design Document	Updated	Updated	
Development Test Plan	New	New	New
Development Test Analysis Report	New	New	New
Training Materials	New		
Administrator's Manual	Updated	Updated	
User Manual	Updated		
Section 508 D&F Form	New	New	
Section 508 Test Report	New	New	
Version Description Document	New	New	New
Applicable Gate Reviews			
Planning	✓		
Requirements	✓		
Preliminary Design	✓	✓	
Critical Design			
Test Readiness	✓	✓	

Release Readiness	✓	✓	✓

Table 4: Documentation Estimates

In order to estimate Program Research and Analysis, account for 10 reports with briefings per year. In order to estimate Application Research and Analysis, account ~~for annual Operational Analysis that occurs for each application under the scope of this SOW and account for~~ 2 reports per year for 10 applications.

While preparing cost estimates, the Contractor is encouraged to make use of the metrics supplied in Appendix 2: Application Support Summary. These metrics can be applied to related tasks in order to gage scope. The complexity of a given application is also supplied in the Appendix. The complexity factor is a subjective measure based on relative complexity of applications when compared among the set of applications covered within the scope of this SOW. For instance, we consider CLAIMS 4 to be highly complex due to the number of components, interfaces, condition of existing code base, architecture, and maintainability, vis-à-vis the other SPAS applications. The Contractor may want to account for the complexity of an application when determining the level of effort required to accomplish the tasks in the SOW, as they apply to a given application.

The EAGLE ordering guide requires competition of Task Orders under Functional Categories based on the predominance of work. The SPAS requirement is an O&M effort; consequently, it will be competed under FC-2 Tier 1. However, given the volume of maintenance work and the requirement for labor that specializes in software development skills, the Contractor is authorized to propose additional labor categories, as described below:

LC#	FC-4 EAGLE LABOR CATEGORIES REQUIRED IN SPAS
3	Application Developer / Programmer
5	Application Systems Analyst
7	Application Engineer (Intermediate)
8	Application Engineer (Senior)
11	Business Process Reengineering Specialist (Junior)
31	Functional Analyst (Senior)
40	Information Technology Senior Consultant
60	Systems Engineer (Senior)
63	Test Engineer (Intermediate)
64	Test Engineer (Senior)
66	Training Specialist (Senior)

Table 5: Additional Labor Categories

Appendix 1: Application Descriptions and Requirements

Application Support Centers

Biometric Benefits Support System (BBSS)	
BBSS Project	Biometric Benefits Support System (BBSS) supports electronic processing of all applicable applications by checking applicants' masthead data and fingerprints against Federal Bureau of Investigation (FBI) files. This involves connecting live-scan devices located at Application Support Centers (ASC) across the country to electronically transmit applications to the FBI for processing. Support is required for connecting Case Management System (CMS) live-scan devices located at ASCs across the country to the BBSS mail server(s) that will electronically transmit photo, signature, fingerprint, and receipt number to the applicable CLAIMS system for processing. The Integrated Automated Fingerprint Identification System (IAFIS) server portion will process FD-258 information received from BBSS on an Oracle platform. One of the areas of Contractor support includes FBI billing reconciliation. The Contractor shall reconcile FBI billing with DHS submissions. Each application fingerprint submitted to the FBI is charged a fee for processing. In order to ensure billing accuracy, the Contractor shall electronically match DHS submissions to the FBI bill, identifying total matches; discrepancies; previous billed items; and items not billed on a monthly basis. A component of the BBSS project is naturalization testing, which provides support to facilitate electronic testing for U.S. Naturalization and replace the current hand written testing and manual mailing process. Biometric Benefits Support System hardware consists of BBSS Central, Web. Mail, Database Servers and Primary Domain Controller. BBSS is a non-COTS software is coded in Visual Basic and C. BBSS is planned to be decommissioned on December 31, 2013 and Optional CLINs shall be exercised to continue performance beyond this date. Services will likely be transitioned to CPMS.
BBSS Objectives	Biometric Benefits Support System functionality will eventually be subsumed by the Customer Profile Management System (CPMS), after which point BBSS will be decommissioned.
BBSS Coordination	Coordination with the Application Support Division, ASCs, and Service Centers, through OIT, will be required.
BBSS Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.
BBSS Application User	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the BBSS application.

Support	

Customer Profile Management System (CPMS)

CPMS Project	The Customer Profile Management System (CPMS), including the Biometrics Storage System (BSS) component, is one of several initiatives that support and address elements of the USCIS strategic goals. Over the past several years, USCIS has seen a dramatic rise in the number of benefit applications and petitions received. This influx, coupled with the need to fulfill statutory and enforcement obligations, requires implementation of new strategies, systems, and initiatives to support the various application processes. CPMS was designed to facilitate the USCIS background check process. USCIS conducts background checks on applicants/petitioners during benefit adjudication. When deployed, CPMS will provide centralized electronic routing, storage and processing of name check requests and results, as well as receiving request and result data for FBI fingerprint checks. The CPMS is a web-based application hosted at the USCIS data center in Manassas, VA. The application executes on an IBM AIX platform and utilizes Oracle 9i; IBM Web Sphere and MQ Series secure messaging and is nearing deployment readiness. Release 1.0 of CPMS will provide canned report capability via the Actuate reporting tool, which includes reports for the users, billing and other administrative reports. Release 1.1 will provide Ad-Hoc reporting capability for the users. As this is a new system there are anticipated to be minimal requirements for Ad Hoc reports to be provided by the Contractor at this time, however the Contractor shall create canned reports for use by the user community. The Contractor shall support the capture, processing, storage, and recommend improvements and standardizations for using biometric response data as part of the background check service. The Contractor shall research emergent technologies to enhance the current processes of securely utilizing sensitive biometric response data, develop any necessary business re-engineering plans, and implement as directed. The Contractor shall investigate appropriate new technologies, functionalities, and processes; present the value to USCIS as it relates to the current or proposed business practices; and implement as directed. The Contractor shall investigate, prepare a business case, and recommend new hardware and software technology as agency requirements change and the biometric and imaging industry evolves. The Contractor shall implement the new technology as directed by USCIS management. The Contractor shall investigate, analyze, and prepare a whitepaper on upgrading and or selecting new tools and/or techniques for the application software and utilities or new hardware environments. For software, this could be using new software development language(s) for preparing the applications, user interfaces, or implementing new features within the application. For hardware, this could include moving to new platforms or components. For both, this may include moving to new hardware and new versions of the major COTS components or developed software. For example, the conversion of the servers from IBM AIX Servers to SUN Servers and the use of the current version of Oracle is one such combination task. All recommended upgrades to the CPMS application shall be in alignment with the USCIS Enterprise Architecture.

CPMS Objectives	The Contractor shall prepare and deliver a comprehensive five-year plan that addresses software and hardware issues necessary to meet USCIS senior management/mission objectives (e.g. Congressionally mandated Temporary Worker Program ~~etc~~etc., etc.). This plan must include estimates of the amount of data to be stored and the number of users (total and concurrent), the major software to be developed, and the associated hardware components necessary to support the plan. The software portion should address the major initiatives and include cost estimates for development, deployment, and ongoing maintenance. The purpose of this effort is to provide sustainment support services for CPMS in a way that will ensure the application becomes fully operational as soon as possible, and remains fully functional throughout its operational lifecycle to support the overall DHS USCIS OIT mission in an efficient and cost effective manner. As a result, the intent of the OIT is to secure the minimum level of technical support services necessary to meet this goal. The overall objective of CPMS is to phase out USCIS legacy biometric applications, provide biometric services on the Enterprise Service Bus (ESB), provide a modernized and standardized IXM [Automated Biometric Identification System (IDENT) Exchange Messaging] interface based on the National Information Exchange Model (NIEM).
CPMS Coordination	The Contractor shall coordinate with Enterprise Services Division (ESD)/Application Service Center (ASC) and Transformation Program Office's (TPO) Integrated Operating Environment (IOE).
CPMS Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CPMS program applications to malfunction. The principal areas of software maintenance include the CPMS application software including scripts operational on any of the platforms in the multi-tier configuration, requirements gathering to support software maintenance, interfaces with other applications, and Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS as applicable to the background check processes. The Contractor shall define, design, implement, test, and deploy enhancements to adapt CPMS to receive process, store, and present additional background check data as directed by USCIS OIT management, as follows: • Make the biographic data available via a user interface (e.g., web-based application or otherwise). • Continue to receive, process, and securely store background check data from other systems, directly or via an interface such as the Background Legacy Translator (BLT). • Revise the internal and external interfaces (e.g., automate the interface with the FBI and legacy Systems), and incorporate the recommendations of the various working groups.

Employment Applicant Submissions System (EASS)	
EASS Project	The purpose of the Employment Applicant Submissions System (EASS) is to support electronic processing of USCIS employees applications by checking applicant's masthead data and fingerprints against FBI files. This involves connecting dead-scan devices located at USCIS Employment Offices in Burlington, VT and Washington, D.C to the Vermont Service Center (VSC) that will electronically transmit applications to the FBI for processing. Fingerprint images and masthead data will be transmitted from dead-scan devices at an Employment Office, then to the VSC via the DHS Wide Area Network, and then forwarded to the FBI on the Criminal Justice Information Services Wide Area Network. From the VSC, 10-print data, formatted according to Electronic Fingerprint Transmission Specification (EFTS), will be forwarded to the FBI via encrypted T-1 connections. The FBI will return rejections, identification, and non-identification responses to the VSC, which will then send the result directly to the USCIS Employment Office. Employment Office personnel will review responses from the FBI and initiate appropriate action.
EASS Objectives	Continue supporting the Vermont Service Center.
EASS Coordination	Coordination with the Application Support Division, and VSC through OIT, will be required.
EASS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Scheduling and Notification of Applicants for Processing (SNAP)	
SNAP Project	The Scheduling and Notification of Applicants for Processing (SNAP) system is designed to facilitate the scheduling of applicants at Application Support Centers (ASC), mobile sites, or Designated Law Enforcement Agencies (DLEAs) for fingerprint processing. Currently, the four Service Centers are each using a different scheduling system, in some cases self-devised, which sometimes leads to multiple applicants being assigned the same time slot, or an ASC being assigned more applicants than it has the capacity to handle in a given day. Scheduling and Notification of Applicants for Processing will prevent this over-scheduling and unify the scheduling process among the Service Centers. Additionally, Service Center personnel will not have to maintain any ASC-related tables; these will all be maintained centrally at HQ, USCIS. Operators interact with the system to perform a single primary function: data entry. Each ASC will have specific hours during the week that are available for scheduling by Service Centers, and an associated number of applicants that can be handled during each available

	hour. Scheduling and Notification of Applicants for Processing automatically schedules the applicant into the most appropriate fingerprinting site, based on the data entered. If that site has no available slots, the operator is notified, and the applicant is stored for later scheduling by an administrator. The applicant will normally be scheduled between 28 and 42 days in the future. SNAP consists of five main software modules: New Applicant Screen, Search Applicant, Search Attorney Screen, View ASC Capacity, and the Auto Print Screen. The following are descriptions of each unit: • New Applicant Screen - This is the main screen that handles all scheduling and rescheduling of applicants, including the retrieval of applicant information after the applicant search returns a record set. The attorney information is also displayed in read-only format. Updates to the applicant information can be made on this screen. The ASC capacities are also viewable in this screen during the applicant scheduling process, and notifications can be printed. Applicants may also be added to a group and all members of the group scheduled in the same time block. • Search Applicant - This screen allows the search of applicant information based on search criteria fields: A-number, SSN, First Name, Last Name, Notice Date, ASC Code, Operator ID, Appointment Date, and Schedule Status. The returned results are listed along with the count of records. • Search Attorney Screen - This screen allows the search of attorney information based on search criteria fields: Last Name, First Name, Middle Initial or any other searchable fields: Title, Suffix, Street Address, City, State, ZIP Code, and ZIP Code Extension. Once results are displayed, the operator can pinpoint to the details of the record of interest and attach the information to the current applicant. • View ASC Capacity - This screen allows the operator to view ASC capacities for the ZIP Code that was entered in. It displays the ASC Site and the location state. Upon zeroing in on an ASC, the operator can view capacity dates, original, and remaining capacities as well as be able to print the capacity volumes. • Auto Print - This screen functions as the print view list of the past ten runs that have been scheduled via the auto-scheduling functionality, currently an overnight process. Zeroing in on applicants that have been scheduled and printed will be displayed in the Print Run Details screen. Operators will also be able to perform the print notification operation for all scheduled applicants that have been scheduled but not printed.
SNAP Objectives	The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed in the Transformation Program Office's (TPO) case management system. The Scheduling and Notification of Applicants for Processing application will continue to be supported until its functionality is subsumed by NASS.
SNAP Coordination	Coordination with the Application Support Division, Office of Field Operation, and TPO, through OIT, will be required.
SNAP Maintenance Requirements	The Contractor shall provide upgrade support for the application. This includes participation in upgrades that affect the application, server operating system, database management system, and/or the server hardware, each of which typically occurs two to three times per year.

SNAP Application User Support	The Contractor shall provide updates to user guide and training manuals if and when updates are necessitated because of changes in processes and/or the SNAP application.

Site Profile System (SPS)	
SPS Project	The Site Profile System (SPS) was developed by USCIS Office of Field Operations (OFO) as a one-stop resource to provide information on USCIS Application Support Center (ASC) operations around the country. The Site Profile System improves USCIS ASC managers' ability to manage appointment workload and backlog; as well as facilitate the management of appointment allocations and staffing at individual ASCs. The overall goal of the SPS is to provide ASC managers with better access for retrieving and reviewing ASC scheduling workload data including weekly and monthly scheduled appointments, appointment backlog, and backlog by appointment type. The Site Profile System receives data from CLAIMS4 and the Scheduling and Notification of Applicants for Processing (SNAP) application daily and creates weekly reports on Fridays. These reports are distributed to the ASC offices. The Site Profile System also updates the ASC personnel information as required. This system hosts the Sticker Issuance and I-90 Manifest System (SIIMS) database which is updated regularly. One of the duties of the ASC offices is to issue I-90 renewal stickers. These stickers are numbered. The information for the applicant, and the sticker numbers are entered into an ASC local data entry program and are emailed periodically to headquarters. Periodically the sticker data attachments to these emails are removed and imported into the SIIMS database (a subset of the SPS system). Conducting the analysis for Haitian TPS was also done by using SPS. The Site Profile System platform is MS Windows. The hardware consists of one Dell Power Edge 2600 server running SQL 2K EE SP3, and one Dell Power Edge 2600 server, MS IIS 6.0 web server located at a USCIS data center. The Site Profile System uses the following software: ▪ MS SQL Server 2005, EE database that houses and maintains the data for a period of 60 days ▪ MS IIS 6.0 for web services ▪ Oracle 11g client ▪ SQL Server Integration Services (SSIS) packages for downloading the data from CLAIMS4 and SNAP ▪ Graphical User Interface (GUI) for updating information and viewing on-demand reports ▪ Adobe Acrobat for printing the reports from HTML format to PDF format ▪ Utilities for inputting zip code information into the database Currently, there are approximately 25 registered users of SPS, with plans to bring in 300 more ASC users. Users include members from USCIS Headquarters, ASCs, and Service Centers.

SPS Objectives	The Site Profile System provides analysis capabilities for the ASC Supervisors who are required to make relevant decisions regarding scheduling and staff needs. The Site Profile System will continue to be supported until its functionality is subsumed by NASS.
SPS Coordination	The Site Profile System receives appointment data and backlog information from two major system sources: CLAIMS4 and SNAP. CLAIMS4 data includes new citizenship applications (N400s), and SNAP data includes all other applications (including N400 reschedules).
SPS Maintenance Requirements	The Contractor shall perform maintenance activities as directed by the IT PM. No maintenance activities are known at this time.

Visa Services	
VISA Services Project	In September 2006, USCIS and the United Kingdom Border Agency (UKBA) reached an agreement that would allow applicants for United Kingdom (UK) visas to provide fingerprint information at USCIS Application Support Centers (ASC). This enables the UKBA to pre-screen visa applicants for entry into the UK. United States Citizenship & Immigration Service ASC offices were already equipped to fingerprint applicants for U.S. benefits. United States Citizenship & Immigration Services leveraged the use of the existing ASC capability to capture UK visa applicants' fingerprints. The outcome of this capability is named the UK Visa System and its mission is to transmit the UK Visa applicants' fingerprints to the UKBA fingerprint vetting systems in London. The UK Visa system uses the existing USCIS Biometric Benefits Support System (BBSS) systems to package the fingerprint in a mail message which is transmitted via a dedicated and secure mail relay server located at a DHS data center. The mail relay connects to the UKBA via a VPN tunnel over the Internet. As per the memorandum of understanding between USCIS and UKBA, no UK Visa data is retained by USCIS. United States Citizenship & Immigration Services captured 92,877 sets of fingerprints during the 12-month period ending in June 2010. The UK Government reimbursed USCIS approximately $3.4 million for this recent 12-month period.
VISA Services Objectives	Visas Service will expand to implement joint projects with other countries that also use USCIS ASCs for biometric enrollment and data sharing capabilities. A feasibility study has been conducted to analyze and determine the viability of the project. Discussions with Canada are taking place regarding their participation in Visa Services.
VISA Services Coordination	The Contractor will be required to coordinate activities with the BBSS project team, and representatives of countries who participate in Visa Services.
VISA Services Maintenance Requirements	The Contractor shall support a technology refresh for Visa Services equipment. Known items requiring a refresh are two servers in FY11.

Customer Service Directorate

Customer Management Interface System (CMIS)	
CMIS Project	Customer Management Interface System (CMIS) is a customer queuing and information gathering system that manages the flow of traffic within field offices. It also gathers information and statistics about the kinds of services that customers receive while in the office, such as time spent waiting, time spent with an ISO/adjudicator, and types of services offered. Reports about the information collected can be generated with CMIS. The Customer Management Interface System is comprised of the following components: • Q-Flow version 3.2 by ACF Technologies, Inc. • Q-Flow Web-Agent Software: Standard Functionality, Announcer, PC Display, Gateway • Q-Flow Web: Windows 2000 (Windows 2003 Server recommended), MS IIS .0 • Q-Flow Database: Microsoft SQL Server 2000 Standard • MS Office XP Web Components • Q-Matic by Q-Matic Sweden AB • Q-Win, Q-Next • MS IE version 5.x or greater • MS ASP.Net for custom development of Q-Flow
CMIS Objectives	The objective of CMIS is to standardize the customer experience and continue to roll out the capability to USCIS offices.
CMIS Coordination	The Contractor must proactively coordinate all application activities with InfoPass, eCISCOR, and e-Pass.
CMIS Operational Support Requirements	As CMIS is rolled out to additional field offices, the Contractor shall identify optimal hardware and software placement that is appropriate for the various field office configurations. The Contractor shall conduct telephone and e-mail interviews to survey the as-is and desired to-be configurations of sites that will received CMIS. The Contractor shall coordinate with third party vendors to install CMIS-related hardware and software. Coordination typically involves working with the video vendor to ensure LCDs, speakers, and cables are installed at the pre-determined locations, and ensure the CMIS audio and video servers are installed.
CMIS Maintenance Requirements	The Contractor shall enhance the Q-Flow traffic management function by adding customer categories. The Contractor shall support the integration of CMIS products with other COTS and COTS products to improve performance and enhance the gathering of customer service statistics, such integrating Q-Flow with InfoPass and ePass.
CMIS Application User Support	The Contractor shall maintain distance learning modules and servers, and create and maintain additional learning modules, manuals, CDs and any other such material as requested by the IT PM. The Contractor shall provide CMIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. In-person user and system administration training is required upon initial deployment of CMIS to local and regional offices which generally occurs 12 times per year.

	Training is also required when CMIS processes and/or functionality changes and when new offices are launched. Training for new offices is to be done in person at the site. Refresher training is offered to field offices on an as-needed basis, averaging one office every two months or as USCIS needs dictate.

Customer Relationship Interface System (CRIS)	
CRIS Project	The Customer Relationship Interface System (CRIS) is a ~~multi year~~multiyear/multi phased web based system, accessible through the USCIS.gov website that provides customers with pending immigration benefit application case status information and estimated processing times; a web-based method for customers to report a change of address; a service request tool for the 1-800 customer call center representatives to record reported issues with pending cases such as typographical errors or ~~non receipt~~non-receipt of a document; and allows USCIS personnel to record the issue resolution, such as a response letter, email, or telephone conversation with the customer who reported the issue. There are five components to CRIS, each having a different purpose as outlined below. All components combine for the primary purpose of enhancing customer service at USCIS. Each component is contained within the CRIS hardware/software framework. • Case Status Service On-line (CSSO), including portfolios and the helpdesk for same • Customer Service Gateway (CSG) • Service Request Management Tool (SRMT) • Change of Address Online (CoA) • E-Request (EREQ) Case Status Service On-line (CSSO) provides status updates on pending immigration benefits applications and petitions to USCIS customers and their representatives. Individual customers and their representatives can create a portfolio of cases to monitor case status information and receive updates via email and/or receive a text message announcing an update. Government personnel access the system to view the current information, usually during the creation of a service request in SRMT. This allows the USCIS personnel the ability to verify the pending status and the processing timeframes prior to creating a service request. Additional tools available through CRIS are the Civil Surgeon Locator (CS), the Office Locator (OL), and Processing Times (PT). These three tools can also be accessed independently through links on the front page of uscis.gov. The CRIS Customer Service Gateway (CSG) is designed to display on the USCIS Customer Service Representative's screen the appropriate scripts for answering a customer's question. These scripts are tailored for Tier 1 call center representatives to explain laws, regulations, and USCIS forms information in response to customer questions. No PII is collected in this component of CRIS. The Service Request Management Tool (SRMT) provides USCIS customer service staff the ability to record Service Requests (SR) from

	customers to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is pending a decision. A Service Request is a record of a customer's reported issue with a pending immigration benefits application or petition. Typical issues include typographical errors, the non-receipt of information, change of beneficiary information, and cases not processed within USCIS stated processing times, etc. SRMT provides USCIS the ability to send the service request to the appropriate USCIS location for resolution and then to record the resolution of the issues by response letter, email or telephone correspondence to the customer who reported the issue. Change of Address Online allows certain customers to readily meet the federally mandated requirement to notify USCIS of any change of address. Customers may electronically submit their Form AR-11, *Alien's Change of Address Card*, and print their completed Form AR-11 for their records. If they have pending applications or petitions with USCIS, they can create a service request notifying USCIS of their new address. e-Request allows a customer to create an e-Request for a limited number of issues with very specific criteria: forms I-90 and N-400, if they meet the criteria of an "Outside Normal Processing Time" (ONPT) service request; and a "Non-Delivery of Other Notice" service request for Form I-90 if the customer has not received a notice scheduling them for fingerprints and photographs. These two forms generate the largest number of ONPT service requests when customers call USCIS to inquire on the status of their case. The CRIS reporting tool, ShowMe, gathers data and allows for statistical tracking of Service Requests submitted through SRMT and e-Requests. At the present, CRIS is physically located at a USCIS Data Center and is configured using the hardware/software list below: • Web Server – Dell PowerEdge 2950 running Windows 2003 Server and IIS 6.0 • Application Server - Dell PowerEdge 2950 running Windows 2003 and Caucho Resin 3.0.x • Database Server – IBM pSeries 660 running AIX 5.x and Oracle 9.2.08. USCIS is currently undertaking a migration of this application to a new facility that utilizes virtualized servers. Deployment to the new facility is scheduled at the end of 2010. A component of CRIS is the Customer Management Interface System (CMIS), which is a customer queuing system that manages the flow of traffic within local offices. It also gathers information and statistics as to the kinds of services that the customers receive while in the office.
CRIS Objectives	The objective of CRIS is to provide an easily accessible and accurate means by which customers or their representatives can interact with USCIS regarding case status, processing times, change of address requests as well as a means to support inquiries regarding outside normal processing time requests. The Customer Relationship Interface System provides customers access to this information via an intuitive web interface, or through a 1-800 customer call center. The Customer Relationship Interface System must continue to offer enhancements and tools that help support USCIS' customer-centric mission, and that facilitate in the development of partnerships with other agencies and organizations on data requirements and expand the electronic exchange of data mission-partners, including federal, state, and local agencies and the private sector. CRIS must be able to provide timely access to database information for such purposes as data analysis or ad hoc reporting as requested by USCIS or other Government agencies or as directed by the IT PM. Information regarding benefit case status; processing times; change of

	address (CoA) requests and customer case processing must be able to be queried and presented. Customer Management Interface System must continue to provide offices with the ability to track customer flow within their offices and to gather statistical analysis. This analysis can also provide a human capital analysis to determine the staffing needs in local offices.
CRIS Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO) and Verizon HostConnect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
CRIS Maintenance Requirements	The Contractor shall sustain CRIS and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from the CRIS system to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from CRIS to the TPO solution. The Contractor must provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with CRIS such as interface modules, data/voice circuits (such as Verizon HostConnect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
CRIS Application User Support	The Contractor shall maintain distance learning modules, and maintain the CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide CRIS training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM.

National Customer Service Center Siebel at Tier 2 (NCSC Siebel)	
NCSC Siebel Project	The are two components to the National Customer Service Center (NCSC) Siebel at Tier 2 application: content management system sustainment and computer telephony integration sustainment. The content management system is based on Siebel with an Oracle database, and resides at the National Customer Service Center's (NCSC) Eastern Telephone Center. It contains USCIS laws, regulations, forms, links to external sites, and gathers information collected during telephone calls. This information is then "popped" to Tier 2 information service officers through computer telephony integration. Siebel/Oracle content management system and Siebel's Computer Telephony Integration (CTI) and Customer Relationship Management (CRM) integration will display the "call record" information on each immigration information officer's desktop when a call is received, to include Soft Phone capability. Telephony integration sustainment requires the Contractor to act as a liaison between Government and the telephony integration vendor (currently Verizon Business), who provides call delivery logic and hosted intelligent call routing services to USCIS. The Contractor shall be cable of supporting the integration and call delivery from hosted intelligent call routing system (Genesis) to the NCSC Siebel CRM system Tier 2.

	The NSCS Tier 2 Call Center Information Service Officers (USCIS Adjudicators) access CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), and National File Tracking System (NFTS) to address immigration issues that deal with pending as well as processing cases. Calls referred to NCSC Tier 2 Information Service Officers deal specifically with case information that cannot be retrieved by Tier 1 call center staff. The Siebel CRM takes the call transfer which includes generic caller information (no PII), however once the Tier 2 Information Service Officer receives the ticket, they have authenticated access to CLAIMS and support subsystems to address case-specific questions.
NCSC Siebel Objectives	Government staff at the Customer Service Directorate is responsible for maintaining the content that is populated in the CRM. The Contractor is responsible for sustainment activities that ensure the Siebel call center platform and pertinent interfaces operate properly, such as linkages with CRIS, Service Request Management Tool (SRMT) (a CRIS component), Scheduling Notifications of Appointments Processing (SNAP), SEVIS (the H-1B visa guest and student visa program), National File Tracking System (NFTS), and any internal and external links. The Contractor shall maintain the integrity of telephony integration and provide maintenance support for future interconnections between Siebel CRM and other USCIS supported systems.
NCSC Siebel Coordination	The Contractor must proactively coordinate all application activities with the following application teams: CLAIMS3, CLAIMS4, AR-11, Transformation Program Office (TPO), the Customer Service Directorate, and Verizon Host Connect. In addition, the Contractor may occasionally work with the Enterprise Service Bus (ESB) team.
NCSC Siebel Maintenance Requirements	The Contractor shall sustain the Siebel CRM and application components by means of corrective, adaptive, and relevance maintenance actions that occur as a result of Congressional mandates and/or Federal regulation. Maintenance actions may also occur as a result of the TPO solution. The Contractor may be required to transition functionality from or to the Siebel (and interfacing CRIS) systems to the TPO solution or similar enterprise interface. The Contractor shall provide and support actions necessary to coordinate the transfer of external connections from Siebel (and interfacing CRIS) to the TPO solution. The Contractor shall provide support to OIT for migration activities related to moving the application between data centers. The Contractor will also provide logistical and technical guidance for external applications that interact with Siebel/CRIS such as interface modules, data/voice circuits (such as Verizon Host Connect), firewall settings/requirements as well as any future TPO effort as directed by the IT PM.
NCSC Siebel Application User Support	The Contractor shall maintain distance learning modules, and maintain the Siebel/Oracle/CRIS training servers. Creation and maintenance of additional learning modules, manuals, CDs and any other such material as requested by the IT PM shall be required. The Contractor shall provide Siebel training to Government trainers, SAT testers, USCIS stakeholders, support staff, Government officials, and similar interested parties as requested by the IT PM. Contractor shall ensure latest versions of Siebel and Oracle are used and shall be available to coordinate any changes in mapping, content, or structure.

Computer-Linked Application Information Management System 3 (CLAIMS 3)	
CLAIMS 3 Project	The Computer-Linked Application Information Management System 3 (CLAIMS 3) was established as an umbrella system that incorporates casework-oriented processing of DHS benefits, including application receipt, adjudication, and notification. The CLAIMS 3 umbrella major components are: CLAIMS 3 Mainframe (MF), Marriage Fraud Amendment System (MFAS), CLAIMS 3 Local Area Network (LAN), Customer Relationship Interface System Interface (CRISI), Biometric Retrieval Unit (BRU), Adjustment of Status (AOS) scheduler, Family Based Adjustment of Status Interface (FBASI), RAPS Employment Authorization Document System (RAPSEADS), Automated Premium Processing e-mail System (APPLES), I-512L, Travel Document Personalization System (TDPS) Push Utility, Interim Interagency Border Inspection System (IBIS), Electronic Filing Interface (EFI), Data Viewer Utility, National File Tracking System interface (NFTSi), Enterprise Print Manager Service (EPMS), and the Security Administration toolset. Each of these components are described in greater detail below, but functionally operate as a single umbrella system. **CLAIMS 3 Mainframe:** CLAIMS 3 MF supports and maintains casework for applications and petitions for benefits by aliens. Additionally, CLAIMS 3 MF facilitates the adjudication and notification process for the examinations program. CLAIMS 3 MF also serves as the repository for all data processed in the CLAIMS 3 LAN systems at the four Service Centers, the National Benefits Center, the Administrative Appeals Office, and the Baltimore District Office through daily batch runs. The adjudication system in CLAIMS 3 MF has two primary components: an online data entry and adjudication system, and a system of batch runs on an inquiry/update system, which extracts and reports data and provides interfaces with other systems. CLAIMS 3 MF also includes MFAS. **CLAIMS 3 LAN:** CLAIMS 3 LAN provides USCIS with a decentralized and geographically dispersed LAN-based mission support case management system, with participation in the centralized CLAIMS MF data repository. Originally developed to track the receipting of applicant/petitioner remittances and to produce notices documenting the remittance, CLAIMS 3 LAN functionality now includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, Application Support Center image capture, and production statistics, and status updates. CLAIMS 3 LAN uploads daily case-transaction data to the CLAIMS 3 MF (the central repository for CLAIMS 3 case data). The CLAIMS MF distributes CLAIMS 3 LAN information across other DHS and non- DHS systems. Customer Relationship Interface System Interface provides capacity to respond to public inquiries by automating specific types of database lookups that would have required operator assistance. Family Based Adjustment of Status Interface provides automated ingestion into CLAIMS 3 LAN from fee receipting performed by Lockbox. RAPS Employment Authorization Document System sends Employment Authorization Document requests from RAPS to the Nebraska Service Center for processing. Automated Premium Processing E-mail System prepares and sends e-mail messages to customers that filed premium processing applications. The I-512L utility prints advance parole documents based on adjudicated cases within CLAIMS 3 LAN. Enterprise Print Manager System interfaces with the ESB to provide centralized notice

	production for USCIS at an enterprise level. Data in CLAIMS 3 LAN in NBC can also be made available for the District Offices to access and update via the Interim Case Management System (ICMS). To support CLAIMS 3 deferred maintenance, CLAIMS 3 program optimization is required to reengineer CLAIMS 3 to implement security hardness and privacy optimization, re-host the CLAIMS 3 application, and migrate affected CLAIMS 3 database(s) to remediate outstanding security deficiencies, such as Certification and Accreditation (C&A), and various audits of CLAIMS 3 are completed.
CLAIMS 3 Objectives	The objectives for the CLAIMS 3 LAN are as follows: • Remove all DOS modules by the end of FY 2012 • Correct all Section 508 issues by end of FY2013 • Develop EPMS in conjunction with TPO release schedule • Transition to Transformation Program Office (TPO) solution by FY2016 The objectives for the CLAIMS 3 MF are as follows: • Migrate to a DHS data center by end of FY2011 • Correct known systems issues • Update business rules as needed for legislative, policy, or regulation changes The AOS scheduler component of C3 will continue to be supported until its functionality is subsumed by NASS.
CLAIMS 3 Coordination	CLAIMS 3 Development team will need to coordinate with the Enterprise Service Bus (ESB) team, Service Center Operations (SCOPS) Directorate, Field Operations Directorate, Enterprise Services Directorate, and Office of Intake and Document Production. The Contractor shall be required to coordinate with the following external agencies: CBP, ICE, OIS, DHS HQ, GAO, OIG, and DoS. It is envisioned that CLAIMS 3 LAN will be subsumed by USCIS TPO solution by FY2016. CLAISM3 LAN team must support and collaborate with the TPO team as needed.
CLAIMS 3 Maintenance Requirements	In addition to performing maintenance actions to meet the objectives described above, the Contractor shall perform sustainment activities on CLAIMS 3 using Pervasive SQL and/or other USCIS and DHS-approved tools. The Contractor shall assist with system operations and upgrade support, which includes preparation and participation in upgrades that affect the CLAIMS 3 server operating system, database management system, and/or server hardware. Upgrades typically occur two to three times per year. The Contractor shall be required to have a database administrator to maintain both the logical and physical models of the database and maintain the data dictionary. Congressional mandates and policies impacting CLAIMS 3 are possible within the scope of this SOW. The Contractor shall make required modification to CLAIMS 3 LAN to support law or rule, as directed by USCIS.
CLAIMS 3 Application User Support	The Contractor shall provide on-site network and application support at the Administrative Appeals Office and Baltimore District Office. The Contractor shall provide dedicated on-site support between 8:00am and 8:00pm EST to be shared primarily between these two sites and secondarily among the 4-Service Centers and NBC.

Computer-Linked Application Information Management System 4 (CLAIMS 4)

CLAIMS 4 Project	Computer-Linked Application Information Management System 4 (CLAIMS 4) is the primary case processing system for the adjudication of applications for naturalization (N-400). Initially developed and deployed over a 5-year period (from October 1995 to December 2000), CLAIMS 4 is currently operational at 98 locations nationwide (four Service Centers, the National Benefits Center, 88 Field Offices, four overseas Field Offices and Headquarters) and offers a standardized automated process for adjudicating naturalization and citizenship applications. Computer-Linked Application Information Management System 4 is a multi-tier client/server workflow management system designed to: • Support high-volume processing of naturalization applications received by USCIS at the JP Morgan Chase Lockbox facility • Capture fee information from the lockbox for financial record control • Support and record the results of the adjudication of each application • Provide case status to applicants (customers) throughout the period of case processing • Provide primary case processing for the adjudication of applications for naturalization (N-400) • Improve USCIS fee and fund accountability by utilizing the lockbox • Provide automatic scheduling for fingerprints, interviews, and oath ceremonies. Computer-Linked Application Information Management System 4 software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling. The Computer-Linked Application Information Management System 4 application has initially been divided into modules, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamically linked library (DLL). The Computer-Linked Application Information Management System 4 modules include the following: • Receipting • Adjudication • Batch Status Update (BSU) • Case Status • Case Management (CM) • Scheduler/Batch Scheduler • Notices • Reports • Oath Ceremony Management (formerly DocProd) • System Maintenance • External Interface

	• Workflow Admin These modules were designed to be stand-alone components that do not require support from the other subsystems for execution and are launched from the main switchboard. Some of the components provide both a graphical user interface (GUI) and a public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface provides functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for execution. **FD-258 EE:** The Department of Homeland Security (DHS) requires that the Federal Bureau of Investigation (FBI) conduct a criminal background investigation on any alien applying for DHS benefits. This investigation is initiated when the DHS submits fingerprint information to the FBI. The Integrated Automated Fingerprint Identification System (IAFIS) client will process, manage, and track FD-258 card information on an Oracle platform. The IAFIS system has replaced the Machine Readable Data (MRD) system. All fingerprint cards are now sent electronically to the Federal Bureau of Investigation (FBI). Fingerprint cards from overseas are scanned in and transmitted electronically. It was designed to accommodate any application that requires an FBI interface. The system will support integrating evolving technologies with existing facilities and databases and will provide a single process to handle FD 258 Enterprise Edition (FD258 EE) card information in the four DHS Service Centers located in Nebraska, Texas, California, and Vermont. In addition, the system will support any application requiring an FBI interface (e.g., CLAIMS 3 and CLAIMS 4). The IAFIS server portion will process FD258 EE information received from the Biometric Benefits Support System (BBSS) on an Oracle platform. Information is received by the FD258 EE system and passed to CLAIMS 4 and FD 258 Mainframe (FD258 MF) system, which in turn sends information to the other systems (e.g., CLAIMS 3, CLAIMS 4, RAPS, and RNACS). The primary function of FD258 EE is to provide an automated ability to manage fingerprint submissions and results. It was designed to accommodate any application that requires an FBI fingerprint results. It handled physical transactions (e.g., MRD) in the past and now handles electronic (e.g., IAFIS) fingerprint transactions.
CLAIMS 4 Objectives	The primary objective of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization, N336, N600, N565, and N470, applications; including the receipting, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extendible and scalable, with a view to accommodating processing of other DHS benefits applications in the future. The national scheduler component of C4 will continue to be supported until its functionality is subsumed by NASS.
CLAIMS 4 Coordination	The Contractor shall coordinate with Lockbox, Enterprise Service Bus (ESB), Re-Engineered Naturalization Application Casework System (RNACS), Customer Relationship Interface System (CRIS), National File Tracking System (NFTS), Benefits Biometrics Support System (BBSS), CIS, FD-258 Enterprise Edition (EE), Site Profile System (SPS), Refugees, Asylum, and Parole System (RAPS), and Enterprise Citizenship Immigration Centralized Operational Repository (eCISCOR) teams if the work performed is related to one of the interfaces. Coordination with the business owner, OFO, through OIT, will be required.
CLAIMS 4 Operational	The Contractor shall investigate and report all problems with the operation of the CLAIMS 4 system on a daily basis to the Government IT PM and other key stakeholders.

Support Requirements	The Contractor shall provide administrative operations support for the CLAIMS 4 Windows NT and/or Windows XX servers (as applicable) on the DHS LAN and related subsystems, workstations, and peripherals. The Contractor shall provide Windows NT and/or Windows XX (as applicable) support and administration services to the field (including DHS USCIS Service Centers, and Regional and District Offices) for approximately 188 Windows NT and/or Windows XX (as applicable) CLAIMS 4 servers. The Contractor shall provide CLAIMS 4 support to DHS Headquarters Windows NT and/or Windows XX (as applicable) server domain, which involves approximately 50 desktops that require CLAIMS 4 manual installations (assume 42 CLAIMS 4 installs per year requiring 4 hours for each machine). The Contractor shall provide on-site support for new CLAIMS 4 site installation (assume 2 new sites and site moves per year, and a 2-person team for each installation, 2-weeks per installation, including travel).
CLAIMS 4 Maintenance Requirements	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that causes the CLAIMS 4 application to malfunction. The principal areas of software maintenance include the CLAIMS 4 software scripts which are operational on any of the platforms in the multi-tier configuration; requirements gathering to support software maintenance and interfaces with other applications; and create and modify Commercial off-the-shelf (COTS) configuration parameters. Other related activities include responding to USCIS adaptive enhancement requests, and recommending upgrades and/or new products that may benefit the USCIS citizenship processes, as applicable. The Contractor shall work with the Government IT PM to address the following: • Mitigate the risks of an aging application infrastructure • Meet the business current/emerging requirements • Revise CLAIMS 4 architecture to n-tiered solution (eliminating the workflow servers) • Utilize Integrated Operating Environment (IOE) services via Enterprise Service Bus (ESB) • Address 508 deficiencies • Migrate to .Net framework • Support migration of application to a DHS data center • Integrate with ArcSight security suite The Contractor shall maintain both the logical and physical models of the database; maintain the data dictionary; and maintain data integrity.
CLAIMS 4 Application User Support	The Contractor shall provide CLAIMS 4 training to the appropriate USCIS employees, and regions/offices via a Web-based tutorial delivered through WebEx and CBT. The Contractor shall also provide instructor-led training in the form of train-the-trainer training. The Contractor shall provide at least 24 sessions a year. The duration of the session could vary based on the complexity of the training; generally lasting between two days and a week. The Contractor shall modify the exiting textual training materials as the application changes. All changes made to the textual training materials must be duplicated in the web-based tutorial. The Contractor shall perform periodic database clean-up of the CLAIMS 4 training database in support of on-going end-user training

	classes.

FD 258 Mainframe (FD258 MF)	
Project	The FD 258 Mainframe (FD 258 MF) Fingerprint Tracking System was established to meet the need of the Department of Homeland Security (DHS) to track fingerprint information, to and from, the Federal Bureau of Investigation (FBI). FD 258 MF maintains information on individual applicants fingerprint status. Each record contains applicant information that was sent to the FBI, such as name, birth date and other genetic biometric/biological data, as well as date fingerprinted and date sent to FBI. The records also contain information received from the FBI such as, FBI process date, FBI search result and other information. FD 258 MF processes about 7,000 "send" record transactions per day and about 7,000 "response" record transactions per day. Historical transactional numbers are subject to change. FD 258 MF has two primary components: an online data inquiry system, and a system of batch runs. The batch system accepts and processes data from the Integrated Automated Fingerprint Information System (IAFIS) via the FD 258 Enterprise Edition system, as well as produces reports and provides interfaces with other systems. The FD 258 MF was created in order to: • Effectively serve the adjudication needs of USCIS personnel tracking applicant fingerprint status and results. • Effectively serve the management needs of USCIS Headquarters personnel concerned with database statistical information. • Provide the capability of satisfying the DHS National Quality Procedures (NQP) via Control Number display. • Provide daily reports to USCIS field office personnel via Remote Online Print Executive System (ROPES), on all daily database activity. The Contractor shall perform reconciliation functions between the fingerprint information contained in the FD 258 Mainframe and DHS' IAFIS on up to 2 million records per year via batch process. The Contractor shall purge and archive up to 5 million fingerprint records, via a batch process, from the system in the first year. The Contractor shall correct up to 250,000 fingerprint records within the system per year (approximately 70% of these will be done via batch process and the remaining 30% will be done manually). The Contractor shall identify up to 100,000 fingerprint records, without FBI responses, per year via batch process.
Objectives	The FD 258 Mainframe may be decommissioned at the end of FY11. There are currently no long term plans to enhance, expand, or add to this application. Rather, the services required for FD258 MF will concentrate on operational support and minor releases for corrective action.

FD 258 Mainframe (FD258 MF)	
Coordination	This application interfaces with other DHS/USCIS applications (CLAIMS 3 LAN, CLAIMS 4, RAPS, RNACS, and FD258EE).
Maintenance Requirements	The Contractor shall perform minor corrective action periodically, such as repair a Job Control Language logic error.

Interim Case Management Solution (ICMS)	
ICMS Project	The Interim Case Management Solution (ICMS) allows USCIS to efficiently and accurately adjudicate immigration benefit applications by providing a case management system that assists staff that manages forms, fee receipting, and pre-processing. Interim Case Management Solution was launched in June of 2004, as a web-based interface between CLAIMS 3 and District Offices. Interim Case Management Solution makes family-based I-485 and related forms available to District Offices. District Officers can enter pertinent adjudications information via the Intranet in real-time and update applications via the Intranet with the final adjudication data into CLAIMS 3 LAN, which then updates CLAIMS 3 Mainframe and other systems. The interim solution is to provide benefit processing of family-based I-485 and related forms using ICMS. The Interim Case Management Solution workflow allows users at the Application Support Centers and District Offices the ability to view and manage case information as it is received. Information from the applicant, via the National Benefits Center, Application Support Centers, and the National Customer Service Center will be aggregated into the CLAIMS 3 database and made available via a concise user interface enabling the Application Support Centers and District users to not only adjudicate the application faster, but with more reliable and accurate data. The Interim Case Management Solution consists of Windows XP standard client with Resin web server on Windows 2003 Enterprise Edition Server. The web application server is a Dell 2650 with 8 GHz Xeon Processors, 4 GB RAM, Intel Pro 1000 NIC, 5x36 GB drives (raid 1+5) and Resin 3.0.23.
ICMS Objectives	Currently, all District, Sub, Satellite Offices, and Application Support Centers use ICMS to adjudicate cases. The long-term goal is to adopt an enterprise case management system to process applications and petitions for all benefits issued by USCIS. The Transformation Program Office is currently tasked with developing an enterprise case management system.
ICMS Coordination	The Contractor shall coordinate with the CLAIMS 3 sustainment team on CLAIMS 3 database issues or problems and provide solutions to modify or correct the database. When there are ICMS releases, the Contractor shall coordinate with the CLAIMS 3 sustainment team to ensure ICMS contains the same functionality as CLAIMS 3.
ICMS Maintenance	The Contractor shall perform sustainment activities to ensure staff can utilize ICMS to include ICMS software and compatibility with Web services.

InfoPass	
InfoPass Project	InfoPass is an Internet-based system that allows USCIS customers to make an appointment with an Immigration Information Officer (IIO). The primary function of InfoPass is to allow all customers to schedule appointments and allow USCIS to track scheduling information for individuals applying for benefits. InfoPass provides functionality to define and manage resources available for scheduling and manage appointments. InfoPass was originally developed at the Miami District Office in April of 2004, in response to long lines of customers waiting to meet with IIOs. After its success in Miami, the USCIS Director determined that InfoPass should be extended to all USCIS District Offices and USCIS sub-offices nationwide. On average, InfoPass gets about 19,500 Internet page visits each day and schedules appointments for about 6,000 applicants daily for a variety of appointment types. System users consist of the general public and USCIS authorized personnel. The general public is able to schedule appointments to obtain information. Within a few clicks, a customer can log into InfoPass, determine their appointment type, schedule their appointment, and print an appointment notice. Authorized users have access to InfoPass to add, modify, and review appointment schedules; complete check-in/check-out of applicants; and cancel appointments. InfoPass is accessible via the Internet and through kiosks located at selected USCIS Field Offices. There are 119 InfoPass kiosks in 76 field sites throughout the country. The InfoPass operating system is Linux, the web server is Apache and the database is MySQL. The load balancer is also Linux, with virtual server extensions. InfoPass kiosks are currently configured with Microsoft Windows XP SP2 and Internet Explorer 6.0.
InfoPass Objectives	The Field Operations Directorate will work with the Information and Customer Service Division (ICSD) and the Contractor to ensure adaptive and relevance maintenance occurs in order to keep the kiosks and InfoPass current and meaningful to the users. InfoPass will continue to be supported until its functionality is subsumed by NASS.
InfoPass Coordination	InfoPass is considered a 'stand-alone' application and does not require coordination with other systems. However, coordination with the parties responsible for the kiosk maintenance and deployment will be required. InfoPass also contains an Intranet component and close attention to changes within the USCIS Intranet is required.
InfoPass Maintenance Requirements	The Contractor shall support the incorporation of queries against the InfoPass database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports that are requested from time-to-time by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support the continued function and future expansion of InfoPass. This support may include: • The addition or removal of language types • The addition or removal of service groups • The revision of zip code assignments for regional offices • The update of monthly USPS zip codes

	• Coordination with parties responsible for the maintenance and further deployment of kiosks Additionally, InfoPass is currently undergoing development for its next release which is set to include Section 508 compliance corrections as well as an Authority to Operate (ATO) required security changes. The contractor will be required to support this ongoing effort and ensure that the release complies with the established scope.

Fraud Detection and National Security

Fraud Detection and National Security Data System (FDNS-DS)	
FDNS-DS Project	The Fraud Detection and National Security Data System (FDNS-DS) was designed and developed as the case management 'system of record' to record, track and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving immigration benefit fraud, national security concerns and egregious public safety activity in support of the Office of Fraud Detection and National Security (FDNS) Directorate's mission. Fraud assessments and background checks are required, by statutory and regulatory requirements, for all applications or petitions filed with USCIS. Benefits cannot be issued until background checks are complete. The information provided by FDNS-DS is essential in conducting background checks. FDNS-DS currently supports approximately 1,000 end-users. The Fraud Detection and National Security Data System is a browser-based application implemented using the Siebel 7.7 Public Sector and Siebel Analytics COTS product suite with Actuate Reporting capabilities. The backend database is Oracle 9i. The application is currently hosted on Windows 2003 Enterprise Server running on Dell Servers at a Government data center. The current suite of COTS products to be supported include Siebel Public Sector Case Management, Siebel Analytics, Informatica Powercenter, Oracle 9i, Actuate, Windows 2003 for the Oracle Database Server, Siebel servers on Windows 2003 Operating System, and Microsoft IIS Web Server.
FDNS-DS Objectives	In 2004 USCIS, established FDNS to address a weakness in addressing potential threats to the legal immigration system due to fraud and/or national security concerns. The Office of Fraud Detection and National Security's primary mission is to detect, deter, and combat immigration benefit fraud and to strengthen USCIS efforts aimed at ensuring benefits are not granted to persons who threaten national security or public safety. As part of the overarching FDNS program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Anti-Threat and Fraud System (ATFS). Migration of all FDNS-DS data is required to support ATFS configuration and deployment. FDNS-DS will run for a finite period of time until FDNS-DS can be decommissioned, which is expected to coincide with conclusion of Option 2 Period of Performance. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to known errors will be made to FDNS-DS based on product and sprint backlogs. ~~As part of the USCIS Transformation Program, the capabilities provided by FDNS-DS will be subsumed within the new USCIS Integrated Operating Environment (IOE) as part of the Fraud and National Security Case Management (FNS-CM) module. Migration of all FDNS-DS data is required to support FNS-CM development and deployment.~~ ~~FDNS-DS and the IOE FNS-CM will run in parallel for a finite period of time until FDNS-DS can be dispositioned. In support of this approach, FDNS-DS will be required to go through a Siebel and Oracle upgrade. Additionally, functional enhancements and fixes to Known Errors will be made to FDNS-DS based on business requirements.~~

FDNS-DS Coordination	The Contractor must proactively coordinate all activities associated with, but not limited to, the following programs and projects: • ~~Integrated Operating Environment (IOE) - support FDNS-DS data migration into the IOE; current system design and configuration; business reporting requirements; materialized view design and maintenance.~~ • ATFS – support FDNS-DS data migration into the ATFS; current system design and configuration; business reporting requirements; materialized view design and maintenance. • Citizenship and Immigration Services Common Operational Repository (CISCOR) to input CLAIMS-3 data into FDNS-DS – maintain the data exchange and ETL processes associated with this system-to-system interconnection. • Enterprise Performance Assessment System (ePAS) – design, develop, and maintain the data exchange of FDNS-DS data into ePAS • Legacy USCIS Systems - coordinate all required data exchanges with USCIS legacy systems (~~eg~~ e.g. CLAIMS 4, NFTS, etc.) • Reporting Requirements – coordinated and support all recurring and adhoc data extracts and reports in support of FDNS analysis and reporting requirements. • IT Security – support all IT security remediation and actions to include but not limited to the testing and installation of security patches.
FDNS-DS Operational Support Requirements	The Fraud Detection and National Security Data System's system and database administration support is provided by USCIS OIT staff located at a Government data center. Data center staff (as opposed to the Contractor), performs server administration and maintenance activities such as backup and recovery operations, OS patch installation, and Windows operating system support for the production, development, and test/training environments. The data center staff also provide Oracle database creation from contractor supplied "as built" documents as well as and standard database patching and maintenance activities, and server performance monitoring for the production environment. The data center staff is also responsible for new hardware installation and implementation of configuration design. The Contractor's operational support requirements shall not, therefore, include system and database administration in either the production or engineering environments for FDNS-DS. Contractor support is required for database design specification and "as built" document creation which the data center support staff would use to create or modify the databases. The Contractor would have DBA access to the engineering environment databases for the propose of designing and constructing databases necessary to arrive at the proper configuration to push forward. Data center support for the engineering databases would be limited to initial default or as built driven database creation, standard patching, and O&M support. The Contractor is responsible for FDNS-DS account creation and maintenance. Maintenance of user accounts includes, but is not limited to, maintaining users' position(s) with the FDNS organizational hierarchy that is the catalyst for performance reporting. The Contractor shall provide FDNS-DS analytic capabilities provided by the Oracle Business Intelligence Suite Enterprise Edition (OBIEE). The Oracle Business Intelligence Suite Enterprise Edition is the tool within FDNS-DS that supports performance management metrics analysis & reporting, ad hoc queries, and HQ and Field report development and publishing. In addition, the Contractor must provide O&M on all existing and development of new Subject Areas and Materialized Views in support of business requirements. The Contractor shall support all local FDNS databases and repositories that are utilized to compile data from a variety of FDNS and other USCIS systems, including but not limited to the ASVVP Middleware, Interim Reporting Solution, FDNS SQL Reporting Database. The Contractor will not be required to complete USCIS SELC and CCRM documentation and processes for these local FDNS databases and

repositories. However, as functionality is incorporated with the FDNS-DS system, appropriate SELC and CCRM documentation and/or process will be updated and followed.

The Contractor shall redesign and update the Reporting Star Schema in the SQL server reporting database to include newly defined data concepts and reporting objects and improve the scope and capability for FDNS reporting.

The following FDNS locally developed databases require maintenance support as the capabilities are intertwined with FDNS-DS supported business programs, such as the Administrative Site Visit and Verification Program (ASVVP).

System	Platform	Customers	Updated	Support Level	DB Location
Interim Report System (IRS)	Access	~100 Enterprise Wide	Weekly	Load weekly IRS extract, maintain existing queries and reports within Access, trouble-shoot end-users issues with locally developed reports.	CIS1 Network: \\z02rscull23\share$\Ull02share\Fdns irs\
ASVVP Middleware (MW)	Access	20 @ VSC, CSC, HQ, Vendor(s)	Daily	Maintain O&M of DB and daily imports/exports; routine reconciliations required to sync ASVVP MW with FDNS-DS. Support ASVVP COTR with metrics to support payment to the vendor(s).	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
SQL Report DB (a.k.a. CR 603)	SQL Server	10 @ HQ	Weekly	ETL routines for monthly FDNS-DS extracts; O&M of SQL DB; create reports using SQL.	Located on an OSI Server. Access is handled via Remote Terminal ID's.
Comprehensive ASVVP Reporting System (CARS)	Access	10 – 20 @ VSC and CSC	Daily	Basic DB O&M; Daily B/U of DB	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\
ASVVP Zip Code DB	Access	10 @ VSC, CSC, HQ	Daily	Basic DB O&M; Daily B/U of DB	CIS1 Network: \\fas2.uscis.dhs.gov\asvvp\

FDNS-DS Maintenance Requirements	Maintenance actions that will most likely occur within the contract scope of work include, but are not limited to Siebel and Oracle upgrades.

FDNS-DS Application User Support	The Contractor shall coordinate with the FDNS-DS system and database administrators to ensure that the FDNS-DS training environment mirrors the current production environment. In support of FDNS SAS efforts, the Contractor shall: • Develop and publish reports and queries utilizing the SAS Suite of Tools, including but not limited to, SAS Enterprise Guide and SAS Microsoft Add-in. • Support users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Provide business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assist users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Intake and Document Production

Electronic Filing (E-Filing)	
E-Filing Project	Electronic Filing (E-Filing) is the USCIS system that supports filing and submission of an electronic petition or application for immigration benefits using the Internet. Electronic Filing consists of two components: a front-end that collects the application and payment data, and a back-end that receives the collected information and distributes the data to the appropriate USCIS locations. Currently, the following applications and petitions may be submitted through E-Filing: • Form I-90, Application to Replace Permanent Resident Card • Form I-129, Petition for a Nonimmigrant Worker (Except for H-1B) • Form I-129S, Nonimmigrant Petition Based on Blanket L Petition • Form I-131, Application for Travel Document • Form I-140, Immigrant Petition for Alien Worker • Form I-539, Application to Extend/Change Nonimmigrant Status • Form I-765, Application for Employment Authorization • Form I-821, Application for Temporary Protected Status • Form I-907, Request for Premium Processing Service Additional applications and petitions will be made available for E-Filing in the future. Electronic Filing is currently located at the Department of Justice Data Center. The architecture of e-filing consists of two load-balanced Internet servers (Dell Poweredge 2950's), two load balanced Intranet servers (Dell Poweredge 2850's), two load balanced application servers (Dell Poweredge 2950's) and 2 IBM 7026 database servers.
E-Filing Objectives	The primary objective of E-Filing is to provide the customer with the ability to electronically submit benefit applications, conveniently take online payments and process these payments in a timely and accurate manner. Electronic Filing must provide the most current form types as determined by USCIS and maintain the relationship with Pay.gov for transaction processing. Additionally, E-Filing must ensure that the database is clean and accurate and capable of generating usage reports as needed. Electronic Filing software must be maintained so that it is scalable and flexible. New forms may be added, existing forms may be changed, and/or closer integration with other USCIS applications and/or operating environments may be requested.

E-Filing Coordination	Electronic Filing is an integrated application that communicates data with other separate applications. Below is the list of applications and systems with which E-Filing shares data: • Biometric Benefits Support System (BBSS) • Application Support Center (ASC) Biometric System • CLAIMS3 LAN • Enterprise Service Bus (ESB) Coordination with the above-referenced applications teams shall be required. Electronic Filing also interfaces with Pay.gov, a website coordinated by the Financial Management Service of the Department of Treasury that processes online payments for E-Filing.
E-Filing Maintenance Requirements	Electronic Filing is currently migrating to a new data center. The contractor shall be responsible for providing technical and logistical support to OIT, including the transitioning of the application to a virtualized environment, upgrading the database from Oracle 9i to Oracle 11g, testing application interdependencies, firewall rule support, and deployment support. The Contractor shall support the incorporation of queries against the E-Filing database in order to comply with Congressional mandates or Federal Regulatory Laws. Additionally, the Contractor shall provide 'ad hoc' reports as needed that are requested by USCIS or other US agencies as directed by the IT Project Manager. The Contractor shall support planned adaptive and relevance maintenance actions, which may include adding new benefit types, adding new forms, and/or adding new user functionality. Future maintenance requirements may include: • Capability for applications and petitions to be filed electronically • Capability for electronic fee payment • Providing an electronic receipt of fee payment and application submission • Capability for USCIS to receive the application and fee payment data electronically • Capability for tracking the status of each e-filed form throughout the process • Capability for passing data to the C3 LAN system electronically • Capability for receiving bounced fee information • Capability for capturing and matching digital biometrics The Contractor shall also provide integration support for the Transformation Program Office (TPO) mission as determined by USCIS OIT. This includes, but is not limited to: transitioning form processing from E-Filing to the TPO Integrated Operating Environment (IOE) or similar enterprise interface, and the coordination of the transfer of external connections from E-Filing to IOE or similar enterprise interface as directed by TPO.

Integrated Card Production System (ICPS)	
ICPS Project	The Integrated Card Production System (ICPS) is a suite of related systems that include the Integrated Card Production System Print Services (ICPS-PS), the National Production System, (NPS), National Production System Web (NPS Web), and Secure Mail Initiative (SMI). The Integrated Card Production System is an automated benefit card packaging and routing system that supports USCIS examinations tasks. The Integrated Card Production System polls the Computer-Linked Application Information Management System 3 LAN (CLAIMS 3.0 LAN) database for benefit card print requests (CPR). Once a request has been found, ICPS-PS bundles all the biographic data and biometrics associated with the applicant for whom the print request was made. The data for the CPR is then routed through NPS and sent on for printing. The data populates an Oracle database and is then routed through the NPS and sent on for printing. Once the card has been printed, the results are sent back through the ICPS-PS for updating in the CLAIMS 3 LAN databases. Cards that are currently printed via the ICPS-PS/NPS workflow process are the Employment Authorization Document and Permanent Resident Card. The National Production System acts as a management system to centrally monitor and control CPR files from CLAIMS 3 LAN and ICPS-PS. By consolidating print requests for a particular card type from the Service Centers a given printer can focus on producing a single card type, minimizing the need to switch the printer to another card type during the business day. The architecture of NPS is based upon centralized collection and redistribution of print requests from the Service Centers and other systems. The current ICPS-PS in the Service Center continues to produce CPR files. However, instead of each ICPS print services system independently determining a print location, the CPR files are sent across the existing DHS Wide Area Network (WAN) to a central collection point, the NPS. Here they are examined to determine what type of cards they represent, temporarily stored on the NPS system, and distributed to a printer via a scheduling routine. NPS saves information about each card, including its originating site and application identifier, long enough to allow for recovery. NPS also has a Web component that is used by DHS and Service Center personnel to monitor system performance, set key operating parameters, produce reports, and manage the central NPS application. Secure Mail Initiative allows USCIS to track secure identity documents from production through delivery, combining the USCIS secure identity documentation system with an automatic version of delivery confirmation from the U.S. Postal Service. Information regarding the mail status of secure documents will be available to all USCIS customers through the USCIS National Customer Service Center and on the Internet via USCIS' Case Status Online system. Secure Mail Initiative uses an MS-SQL server and Ipswitch WS-FTP technologies. Information is uploaded to the U.S. Postal Service from production facilities daily and SMI periodically downloads data from U.S. Postal Service. It supports a web-based user interface for USCIS customer service staff and Service Center staff.

ICPS Objectives	The Integrated Card Production system will support the Transformation Program Office (TPO) effort, which will result in the modification of ICPS and its subsystems as USCIS transitions to paperless customer-focused processing. The Secure Mail Initiative will support TPO as well, and in the future provide more updates to Case Status On-line. Likewise, SMI must be configured to create and maintain the delivery confirmation number used with the U.S. Postal Service. The Secure Mail Initiative will also be transitioned to a DHS Data Center by FY2013.
ICPS Coordination	The Integrated Card Production System interfaces with CLAIMS 3 LAN, the Customer Relationship Interface System (CRIS), the U.S. Postal Service, and the Enterprise Service Bus (ESB). The Contractor will be required to coordinate activities with the Office of Intake and Document Production, Service Center Operations Directorate, Enterprise Services Directorate, and the Transformation Program Office, all at USCIS.
ICPS Maintenance Requirements	The Contractor shall adapt ICPS as needed to meet USCIS Transformation needs. It is expected that the Contractor shall modify SMI to create and maintain the delivery confirmation number as well as to interface with the TPO system.

Office of Communications

Customer Service Web Portal (CSWP)	
CSWP Project	The purpose of the Customer Service Web Portal is to provide a content management portal for the USCIS Office of Communications (OCOMM) and their communications with the public, while at the same time increasing USCIS business production; improving customer service; and increasing the quality, accuracy, and consistency in the determination of USCIS benefits eligibility. Portal technology has enabled content management efficiencies by consolidating informational, educational, and instructional immigration content at one site: USCIS.gov. This has reduced or eliminated the need to publish content on multiple independent sites across the organization. The Customer Service Web Portal currently uses the OpenText/Vignette platform of tools, which includes: Vignette Content Management, Vignette Application Platform, Autonomy (for search capabilities), Collaboration, Community Applications, and Dialog. The Web Services Branch is actively working with DHS and the OCOMM to examine potential replacement tools, focusing primarily on open source technologies. To meet business needs, a significant amount of custom Java coding has been done. This coding is based on defined, approved business requirements. The Customer Service Web Portal utilizes an Oracle database, runs on JBOSS, and interfaces with Akamai technologies for site protection and acceleration. Additional leveraging technologies and services include: GovDelivery, ForeSee Results, and Accenture Maxamine for metrics reporting. The hardware at origin is Sun-based server environment.
CSWP Objectives	The Contractor shall be responsible for sustainment of the current CSWP system and for the development of new capabilities as identified through relevance and adaptive maintenance requirements supplied by the Government. Federal resources, in this case the Web Services Branch, shall be ultimately responsible for managing the Contractor's work, developing additional requirements, and confirming the requirements through testing. The Contractor will supply technical development resources and shall be expected to support Web Services in completing non-coding related tasks. The Customer Service Web Portal content is the sole responsibility of the USCIS OCOMM. The Contractor shall not be responsible for creation of site content. The Contractor's role is limited to developing and supporting functionality to assist in OCOMM's content management needs, and in the business needs identified by the Government IT PM.
CSWP Coordination	The Customer Service Web Portal sustainment effort will require technical and programmatic coordination activities among OIT's Web Services Branch (in their role as managers of the technical solution), the USCIS OCOMM (in their role as the system business owner and primary content managers), OIT's Enterprise Infrastructure Division (in their role as managers of the USCIS infrastructure), the USCIS Transformation Program Office, and the various USCIS business owners requiring functionality to be implemented through CSWP. Currently, CSWP only interfaces with FIPS, which is managed by the USCIS National Security and Record Verification office. Additional interfaces may be required of CSWP as business requirements continue to evolve.
CSWP	The Contractor shall support the analysis of content to include broken links, duplicate files, spelling, language, adherence to standards, usage,

Maintenance Requirements	and adherence to best practices. In order to support content publishing, the Contractor shall support requests for immediate publishing which may involve clearing cache or expediting workflow queues. The Contractor shall take steps to improve system performance to meet established service levels. The contractor shall support the IT PM in creating reports describing Portal usage statistics. The contractor should expect to support any technical issues that arise with CSWP. This will involve supporting the Government IT PM in dealing with USCIS infrastructure resources, USCIS OCOMM, and other USCIS business owners as dictated by the business requirements. This will always include supporting Government IT PM and/or ISSO in all security reviews, assessments and documentation needs.
CSWP Application User Support	The Contractor shall provide CSWP training to the content management team and other interested parties; generally not to exceed twice per month. The Contractor shall support the maintenance of training materials and presentations.

Office of Information Technology

1.2.1 National Appointment Scheduling System (NASS)	
NASS Project	The National Appointment Scheduling System (NASS) will provide USCIS with a centralized scalable national appointment scheduling system replacing the following scheduling systems: Scheduling and Notification of Applicants for Processing application (SNAP), CLAIMS 4 Scheduling Component, Adjustment of Status (AOS) Scheduler component of CLAIMS 3, InfoPass, Site Profile System (SPS), and Refugee Asylum and Parole System (RAPS) Scheduler. NASS shall include, but not be limited to, capabilities such as the following: • Provide scalability needed to manage increased appointment scheduling needs as a result of Legislative or other changes such as Immigration Reform • Enable USCIS to manage/allocate resources and manage nationwide appointment demands • Allow a multiple channel approach to scheduling appointments such as internet, phones, and batch scheduling • Allow customers to schedule and reschedule specified appointment types • Provide USCIS users the ability to manage scheduling and rescheduling of specific appointment types • Provide appointment scheduling services to other USCIS applications including ELIS and legacy applications leveraging ESB. These services can be provided through a graphical user interface, or as a system to system online or batch process. The final application release requirements will result from requirements gathering sessions. These requirements gathering sessions may include prototyping activities. Requirements shall be derived from existing USCIS applications, but may also include scheduling- related capabilities that do not exist in current systems and/or in systems maintained by the SPAS contract.
NASS Objectives	The goal of NASS is to provide USCIS with an enterprise-wide appointment scheduling system that will enable USCIS to better address the demands of its existing case load and to better implement new requirements as they emerge. The National Appointment Scheduling System is sponsored by the USCIS CIO in conjunction with USCIS Transformation program office (TPO) to provide a centralized scalable national appointment scheduling system that will subsume and replace the automatic scheduling for fingerprints, interviews, and oath ceremonies. currently provided by SNAP, CLAIMS 4, AOS Scheduler, InfoPass, SPS, and the RAPS Scheduler. The objective of USCIS is to use the Enterprise Print Management System (EPMS) for printing notices as applicable and SMART for canned and ad hoc reports.
NASS Coordination	Coordination with the Application Support Division and Service Centers, through OIT, will be required as the applications and/or schedule functionalities are decommissioned. NASS will connect with USCIS legacy case management functionality and will also connect with the TPO solution.

<table>
<tr><td>NASS Operational Support Requirements</td><td>The Contractor shall coordinate with OIT and the data center team regarding any issues requiring special handling that are outside of the normal baseline.</td></tr>
<tr><td>NASS Maintenance Requirements</td><td>The Contractor shall define, design, implement, test, and deploy enhancements to adapt appointment scheduling functionality currently provided by SNAP, CLAIMS 4, AOS Scheduler, InfoPass, SPS, and RAPS into a consolidated National Scheduler Service. NASS development will include Section 508 compliance as well as security provisions to support Security Authorization (formerly Authority to Operate).

It is envisioned that NASS will be built using the DHS Enterprise System Development Office (ESDO) Development Test as a Service (DTaaS) in Data Center 1 (DC1) or DC2, and that the Contractor shall support the deployment and sustainment of the application in the production environment using ESDO's Infrastructure as a Service (IaaS). The Contractor shall utilize an interface mechanism provided by the Government, such as Virtual Desktop Infrastructure (VDI), to interface with DTaaS and IaaS. Availability of the development and test environments might affect the delivery durations.

NASS shall be constructed in 4 phases, or releases, as follows:

<table>
<tr><th>Phases</th><th>Scope</th><th>Objective</th><th>Release Delivery</th></tr>
<tr><td>Ph1</td><td>• Appointment service for interactive and batch scheduling
• Applicant Service
• Profile/capacity service
• ~~Security Service~~
• ~~Integration of EPMS~~
• ~~Integration of SMART~~</td><td>Support ELIS Release A2 Ph III</td><td>April 2013</td></tr>
<tr><td>Ph II</td><td>• NASS services for interactive & batch schedule of all SNAP forms
• Creation of NASS GUI
• Security Service
• Integration of EPMS
• Integration of SMART</td><td>Support future ELIS Releases</td><td>~~August~~ September 2013</td></tr>
<tr><td>Ph III</td><td>• NASS services for interactive & batch schedule for all interview apps</td><td>Full support of ELIS future releases

Provide interactive & batch interview</td><td>~~February~~ April 2014</td></tr>
<tr><td>Ph IV</td><td>• Customer service appointments at FOs</td><td>Phase one of a two-phased approach to Provide interactive</td><td>~~July~~ August 2014</td></tr>
</table>
</td></tr>
</table>

	scheduling for Customer Service appointments
	The contractor shall utilize an agile methodology while developing NASS. In using the agile methodology, the Contractor shall divide work into sprints and seek to achieve all of the requirements targeted for a given release. In the event target requirements cannot be implemented in the assigned release, they shall be placed in a backlog and re-prioritized by the Government. Of primary concern is delivery of functionality according to the schedule in the table above. The target requirements for Phase 1 are documented in *"NASS Summary of Existing Scheduling Requirements", July 20, 2012.* The Contractor shall ensure transparency into the agile development progress. Representative artifacts shall include, but are not limited to: daily iteration burn-down charts; periodic release and program burn-up charts; backlog and user stories are available to all stakeholders via Government-provided SharePoint (ECN), or other Government provided agile lifecycle methodology tool. The Contractor shall provide an architecture of the NASS application as a whole. The architecture must be approved by the Government IT PM prior to conducting sprints in which development work is performed. The architecture shall be scalable and accommodate the retirement of all scheduler components. It shall include a high-level design workflow, UI components, system interfaces, services, (security, profile/capacity, applicant, appointment, notification, and data), logical and physical data models, entity relationship diagrams, and descriptions of layers, models, reporting, and rules as appropriate. The Contractor shall provide NASS Agile development documentation, as defined by USCIS. These documents shall be provided within the timeframes referenced within the mutually agreed upon project schedule. Examples of documentation expected to be included are: • Capabilities and Constraints - CAC • Critical Task Schedule - CTS • Cost Estimate - CE (LCCE) • Program Oversight Plan - POP • Test and Evaluation Master Plan - TEMP • Team Process Agreement - TPA • Definition of Done - DoD • Program Backlog - PBK • Release Backlog - RBK • Sprint Backlog - SBK • System Design Document - SDD The contractor shall provide O&M support for NASS releases that are deployed to the production environment. ISSO and C&A support is not required for NASS. These functions will be provided by the Government.

NASS Application User Support	The Contractor shall provide NASS training to the end user community and administrators when each phase is deployed. The Contractor shall create the training curriculum and training materials and presentations, and conduct training events.

Remedy

Remedy Project

USCIS has implemented BMC's Remedy v 7 products to support various teams within USCIS OIT. Remedy v7 provides USCIS with the following key features and benefits:

- Integrates Information Technology Infrastructure Library (ITIL) processes with service desk, incident, problem, change, asset, and service level management workflows
- Unifies ITIL processes with integration to systems management for proactive and continuous improvement of service quality
- Synchronizes processes around a single view of infrastructure and business dependencies with the Configuration Management Database (CMDB)
- Accelerates implementation of ITIL with deep workflow integration on a single platform, data model, and UI
- Enables outsourcers or enterprises to serve multiple customers with one server via a multi-tenant architecture

Remedy v7 is a commercial-off-the-shelf (COTS) product and has been implemented using recommended vendor guidelines for the application installations. Agency specific customizations have been made throughout the application and these are fully documented. Currently, the Incident, Knowledge Management, Service Request Management and Change Management Modules are deployed and in use. Other Remedy v7 components (Problem Management, Release Management, Asset Management, Service Level Management, & CMDB) have been installed as part of the base application but will not be available for use with Release 2.0.

Remedy Software includes:

System	Applications Installed	Purpose
System P550 (1) – Production Database	Oracle v10.2.03.0	Application Database
Database	Oracle Client v10g	Connection between application server and database

System P550 (1) – Replication Database	Oracle v10.2.03.0	Replication Database
	Oracle Client v10g	Connection between production database and replicated database
System P520 (1)	IBM Websphere IBM HTTP Server v 6.0.2.21 (Version 6, Refreshpack 2, Fixpack 21) *IBM HTTP Server is based on Apache v 2.0.47	Web Server to support ~~Mid Tier~~Mid-Tier Application
System P520 (1)	Remedy ARS v7.1.00 Patch 6	Primary Application Software – maintains connection to Oracle Client
Remedy Application Software	Remedy Incident Management v 7.0.03	Vendor provided application for Incident Management
	Remedy Problem Management v 7.0.03	Vendor provided application for Problem Management
	Remedy Change Management v 7.0.03	Vendor provided application for Change Management
	Remedy Asset Management v 7.0.03	Vendor provided application for Asset Management
	Flashboards 7	Vendor provided application for Graphical Display of data
	Dashboard Application v7	Vendor provided application for Graphical Display of Change Management data
	Email Engine v7	Vendor provided application to send and receive email
	CMDB v 2.1 p5	Vendor provided application for CMDB (Configuration Management Database)
	SLM V7.1	Vendor provided application for Service Level Management
	Assignment Engine V7	Vendor provided application to perform automatic request assignments
	ITSM Help Application	Vendor provided application to facilitate online help of the application
	Windows 2003 Server	

	Remedy KMR Production	MySQL v5.0	Application Database – used only for application indexing – actual articles are not stored in the database
Remedy Objectives	The primary objective of Remedy is to provide an automated capability for OIT support teams and staff to place and work requests of all types. This includes changes, incidents, and requests (to include procurement). Within the next two years, the goal it to expand the Remedy Service to include problem management automation, as well as standing up a CMDB for Configuration Item (CI) tracking. This may include supporting BMC Discovery tool. Remedy will also expand to provide senior management insight into internal OIT processing by utilizing Remedy Dashboards.		
Remedy Coordination	The Contractor must proactively coordinate between multiple process owners to gain requirements and ensure that shared components within the tool are agreed to. The Contractor must be able to coordinate outages and maintenance with USCIS Service Desk, USCIS SNOC, and other support teams.		
Remedy Maintenance Requirements	The Contractor shall support the Remedy maintenance requirements for all modules of the application environment and user access. The Government anticipates completing the follow types of sustainment maintenance for Remedy during the performance of this SOW: • Enhancements to support agency need across existing modules • Enhancements to support the needs of new and existing users • Support increase in volume of tickets • Enhancements to support different views and additional roles. • Expand Remedy functionalities to include canned and ad hoc reports • Support changes to ensure the application meets Section 508 requirements		
Remedy User Application Support	The Contractor shall provide support to the Remedy training environments. The Contractor shall support user documentation including, but not limited to user guides, quick reference, and SELC documentation.		

SAS	
SAS Project	Historically, each time a new USCIS system is developed, a new reporting mechanism is created. Current reporting and analytics capabilities are built into each particular system application creating numerous reporting and analytics mechanisms throughout the USCIS environment.

	These reporting and analytics mechanisms are created from both Commercial-off-the Shelf (COTS) and custom applications resulting in silos of reporting and analytics applications without an enterprise reporting tool standard.
	
	For most USCIS systems, the available report functions are either minimal or nonexistent. This is primarily due to tight timelines and budgets during the implementation cycle with reporting requirements typically being identified late in the implementation lifecycle. None of the existing systems contain truly flexible ad hoc reporting and analytics capabilities and to compensate for this, data are manually exported from each particular system into other software applications, such as MS Excel and MS Access, where additional manual effort is required to meet the agency's reporting needs. The result is a series of disparate and disconnected reporting systems.
	
	In early 2008, the USCIS OIT completed extensive market research, and documented results in a study titled, "Standard Management Analysis Reporting Tool (SMART) Business Intelligence Products Study". The primary objective of this study was to provide information on Enterprise Reporting COTS product assessment, evaluation and product recommendation for SMART that will meet both the current and future USCIS reporting needs. The assessment scope included product vendors from Actuate, Oracle, Cognos and SAS. USCIS has existing investment and has previously implemented reporting capabilities from all four product vendors with users within the agency.
	
	Based on information gathered from the USCIS stakeholders, product demonstrations, product functional and technical documentation, existing system documentation, market research and analysis, the product capability matrix, Voluntary Product Accessibility Templates (VPAT's) and cost with consideration for cost offsets from the existing investment; SAS was ultimately determined as a predictive modeling tool. SAS' strength is in the area of the robustness and maturity in Predictive Modeling.
	
	Currently, SAS is running on the Windows Server 2003 platform and being used by approximately 60 users in the Office of the Chief Financial Officer, Fraud Detection & National Security, and the Office of Performance and Quality.
	
	The SAS Business Intelligence platform as currently configured at USCIS consists of the following components:
	• Base SAS 9.2
	  o SAS/STAT
	  o SAS/CONNECT
	• SAS Information Map Studio
	• SAS Data Integration Studio
	• SAS OLAP Cube Studio
	• SAS Add-In for Microsoft Office (AMO)
	• SAS Enterprise Guide (individually licensed)
	• SAS Web Report Studio
	• SAS Web Delivery Portal

SAS Objectives	The objective for SAS is to provide predictive modeling results, specifically for the development of data integration and business intelligence solutions that will enable the following: • Consolidate and manage disparate data sources across the enterprise so that data becomes a valuable asset to drive decisions and create value in the organization • Provide standard and ad-hoc reporting capabilities across the organization

	• Provide a user-friendly suite of tools for reporting, statistical analysis of large quantities of data, and a programming environment for generation of specific tools Using a flexible, iterative, and evolving planning process, the Contractor shall collaborate with OIT and other USCIS stakeholders to develop and mature a SAS implementation methodology for the purpose of providing usability and capability to meet USCIS enterprise reporting needs.
SAS Coordination	The Contractor shall coordinate with operations personnel as required (at least annually) to test the SAS Business Intelligence platform backup and restoration plan and procedures. The Contractor shall also coordinate with the DBA on source database systems including, but not limited to, C3, C4, and National File Transfer System (NFTS).
SAS Operational Support Requirements	The Contractor shall create user accounts, and set up user client tools on the user desktop with the assistance of Tier 1 Service Desk support. The Contractor shall be responsible for deploying all releases, patches, and upgrades to the SAS Business Intelligence platform and application components at USCIS prior to migration to the USCIS data center. After migration, the Contractor shall support data center staff who will deploy releases, patches, and upgrades to SAS.
SAS Maintenance Requirements	The Contractor shall support the migration of the application from existing USCIS location to a USCIS data center. In conjunction with the migration, the Contractor shall provide hardware upgrade configuration technical support.
SAS Application User Support	SAS Tier 2 User Support Services shall include, but not be limited to: • Supporting users with linkage of data in Information Delivery Portal including, but not limited to, building the Information Map • Providing business users with SAS subject matter expert for on-site local (USCIS Headquarters), or remote site support for SAS • Assisting users with writing local reports. • Assist users in troubleshooting and repairing local reports (such as repairs needed due to SAS Business Intelligence platform upgrades)

Records and Information Management Applications

Alien's Change of Address Card (AR-11)	
AR-11 Project	Alien's Change of Address Card (AR-11) is a computerized, standalone system that tracks DHS change of address forms (AR-11s). These forms contain current address information on immigrants and non-immigrants residing in the U.S. The keying contractor inputs and validates the data provided on the AR-11 Change of Address forms. The data is then converted and transferred electronically to the AR-11 Change of Address database. Alien's Change of Address Card is an online display system that requires no online updates. Alien's Change of Address Card supports more than 34,000 users and is located on a multiple virtual storage mainframe platform at a Department of Justice (DOJ) data center. In the near term, AR-11 will be moved from the DOJ data center to a DHS data center. The system is available at DHS offices throughout the U.S. and in numerous foreign countries. The new web-based Customer Relationship Interface System (CRIS), Change of Address Component (CoA), is an expansion of the current AR-11 interface job with the AR-11 data input contractor.. The function of CRIS is to reduce the number of AR-11s received and processed by the AR-11 data input contractor, and automate the steps in the manual AR-11 process. Alien's Change of Address Card does not send information to any external information systems. Alien's Change of Address Card does receive data from the CRIS system. Alien's Change of Address Card is an online display system, with no online updates. Most of the address data is sent by mail to, and entered by, a contractor (currently ACS in London, Kentucky). Once entered, ACS transmits the information to be uploaded nightly to the AR-11 mainframe application. These update transactions are applied to the AR-11 database. The web-based CRIS CoA also receives address data and sends it to the mainframe where it is applied to the database using the same application process. Alien's Change of Address Card is a mainframe production application located and maintained at the DOJ Data Center. Department of Homeland Security customers and employees access this application in a common fashion through Wide Area Network (WAN) and Transmission Control Protocol/Internet Protocol (TCP/IP) log-in connections from locations throughout the country. Alien's Change of Address Card transmission files are sent to the DOJ Data Center from the data entry contractor, several times a day. The files include address data that is to be added to the AR-11 database. Based on the process the data entry contractor uses, CRIS is now in production and reduces the number of AR11s received and processed by the AR11 data input contractor, and automates the steps in the manual AR-11 process. Every morning the files are checked to ensure that they were sent without any errors, before the information is updated to the database. The principal hardware component(s)' manufacturer for AR-11 is IBM. The production AR-11 system operates on a hierarchical database run on an IBM Z/OS host computer that resides at the DOJ Data Center. It is operational seven days a week, approximately 23 1/2 hours a day. Routine maintenance may periodically result in a brief period of unavailability. Typically, this maintenance occurs during off-peak periods. The development system for AR-11 is an IBM Z/OS host computer that resides in the Washington DC area.

AR-11 Objectives	The objectives of AR-11 are to support the Director's priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS and to provide statistical reporting to other agencies. Alien's Change of Address Card has no major system enhancements planned but will be an interim part of the Transformation Program Office functionality. Continued minimal contract support is anticipated to maintain current level and possible decommissioning.
AR-11 Coordination	The Contractor may be required to coordinate upload activities with the data entry contractor and/or other contractors, as necessary. In addition, the Contractor will frequently work with users.
AR-11 Operational Support Requirements	The Contractor shall support the current AR-11 system interface(s), AR-11 Database, ad hoc reporting, , and connectivity for the system.
AR-11 Maintenance Requirements	The Contractor shall support the continued development of requirements for real-time interfaces with USCIS and other DHS systems.
AR-11 Training Support	The Contractor shall provide support to the AR-11 training labs as follows: • Coordinate and assist AR-11 and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the USCIS training environment in support of on-going end-user training classes.

Central Index System (CIS)	
CIS Project	The Central Index System (CIS) collects and disseminates automated biographic and historical information related to individuals of interest to DHS and other agencies. A subsystem of CIS is Transaction Record Keeping System (TRKS), which provides security and audit information for CIS searching and updating information. The Central Index System is run out of a Department of Justice (DoJ) Data Center. In the near term, CIS will be moved from the DOJ data center to a DHS data center. The Central Index System is updated both on-line and in batch processing. All batch production jobs are run nightly and are scheduled and submitted by Production Services. Online users are connected to the mainframe by the Control Protocol/Internet Protocol (TCP/IP) log-in from locations throughout the country and internationally. The Central Index System has more than 34,000 users who generally access the application from remote File Control Offices (FCOs).

	Department of Homeland Security internal employees have been granted access to the CIS database. Other external users have "read only" access to CIS and include, but are not limited to, U.S. Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE),Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), Office of the Inspector General (OIG), Health and Human Services (HHS), Social Security Administration (SSA), National Reconnaissance Office (NRO), United States Probation Office, and the State Department (DoS). All users must access the system formally through terminal emulation software and TCP/IP access. All users have cleared access to system resources granted through the DHS PICS Office. The production CIS system operates on a relational/network database run on an IBM Z890 server that resides at the DoJ Data Center. It is operational 7 days a week, approximately 23.9 hours a day. The development system for CIS is also an IBM Z890 server that resides at a DoJ Data Center. The Central Index System mainframe application resides on an IBM mainframe Model 2098 P02 platform, processing at approximately 500 million instructions per second (MIPS), and is located at a DoJ Data Center. The operating system is z/OS 1.11, which uses a shared System Managed Storage (SMS) disk pool. The database is designed with a network structure; the database management system is CA-IDMS Release 16.1. Database and file backup jobs are run daily by operations personnel at the DoJ Data Center. The data center maintains its own secure on-site and off-site storage facilities for all backups of CIS data. The alternate storage site is at a separate DoJ data center. Backup tapes for the CIS components are stored at the data centers housing the components. The NRC , USCIS Service Centers, USCIS Field Offices, USCIS Headquarters, ICE, CBP, HQ OSI, and DHS OIG request and/or produce a constantly evolving array of Congressional, HQ and local ad hoc, statistical, and trend analysis reports on a daily, weekly, and monthly basis. Often these reports are a moving target and the offices cannot predict what reports will be requested from one week to the next. Currently, USCIS uses data extract utilities and Ad Hoc and Reporting against the CIS database among ~~otherst~~others to generate reports. The contractor must support these Databases to effectively maintain their reporting duties providing ad hoc reports when needed/requested. In order to accommodate the ad hoc access requirements of CIS users, while providing for best-optimized performance and stability of the CIS application, a separate Oracle instance will contain the current production data.
CIS Objectives	The objectives of CIS are to support the Director's priority for Management Information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title 44 Chapter 32, dealing with management, control, and accountability of records maintained by USCIS; facilitate transfer of hard copy files among USCIS field locations; and provide statistical reporting to other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the ~~clean up~~cleanup of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible. In addition, an interface between CIS and both CBP's E3 database and ICE's ENFORCE database needs to be developed utilizing the Enterprise Service Bus in order to automate the creation of a physical A-File by ICE and CBP. This would help reduce concerns over data not being readily available in CIS, reduce the number of duplicate empty jackets and files being used, and increase overall data integrity of the A-File.

CIS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS) 3, CLAIMS4.0, TECS -SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS) via ESB, Re-Designed Naturalization Application Casework System (RNACS), Fugitive Operations Support Center (FOSC), and Law Enforcement Support Center (LESC). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
CIS Maintenance Requirements	The Contractor shall support the current CIS system interfaces, CIS database, ad hoc reporting , and wireless connectivity for the system. The Contractor shall support the continued development of CIS requirements, which include removing file tracking functionality from CIS and making NFTS the system of record for all file tracking within USCIS. The Contractor shall support CIS to expand Interface Processing for developing real-time interfaces with CIS and other DHS systems including, but not limited to, E3 and ENFORCE, as identified above.
CIS Training Support	The Contractor shall provide support to the CIS training labs as follows: • Coordinate and assist CIS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • The Contractor shall perform periodic database clean-up of the CIS training environment in support of on-going end-user training classes.

Enterprise Document Management System (EDMS)	
EDMS Project	The Enterprise Document Management System (EDMS) is a content repository for USCIS to ingest, store, and retrieve digitized versions of immigrant-related documentation. These files include but are not limited to A-Files and receipt files. The digitization of files will expand to additional file types as requirements, processes and technologies evolve. This system, or "system-of-systems," is comprised of several COTS products that have been configured and integrated to provide the required capabilities. One of the primary goals of EDMS is to provide a holistic, integrated view of A-Files. Documents are captured and digitized through various methods. Once captured, they are packaged and stored in the EDMS repository until requested by an EDMS user. Users of EDMS have the ability to access an electronic version of immigrant-related documentation and research information as required. This capability means that the speed with which users can access A-file information has been reduced from days to minutes. The Enterprise Document Management System possesses a full text search capability. The system provides digitization notification to Central Index System (CIS) via the Enterprise Service Bus (ESB), system interfaces for delivering A-Files

and A-File documents to FIPS and the General Counsel Electronic Management System (GEMS). An additional capability was developed for the ingestion and support for surfacing Receipt Files to the user – this is a separate segment of EDMS with a separate URL and login.

USCIS currently has approximately 100 million A-files and related immigration files and receives approximately 6 million applications for benefits each year. United States Citizenship &Immigration Services must be able to accommodate the present environment as well as potential Congressional initiatives, such as the Temporary Worker Program, that will require USCIS to process 12 million new applications over a six month period. Enterprise Document Management System is currently scaled up to 10% concurrency of total users up to 15,000 however, the planned addition of CBP and Department of State users could increase this user base to 30, 000 users.

Internal EDMS interfaces include:

- National File Tracking System (NFTS)
- General Counsel Electronic Management System (GEMS) [anticipated]
- FOIA Information Processing System (FIPS) [anticipated]
- Central Indexing System (CIS)
- Scan on Demand Application (SODA)

External EDMS interfaces include:

- Record Digitization Facility (RDF)
- Lockbox

The Software Architecture of EDMS parallels the hardware architecture, and is comprised of COTS products including BEA Weblogic (Presentation), JBoss Application Server and Chilkat ZIP (Service Management and Orchestration), and EMC Documentum.

BEA Weblogic Application Servers provide the user interface (UI) components for accessing EDMS. This includes a search layer that interfaces with the Enterprise Content Management (ECM) software to search and surface results for end users. Additionally, it provides the application layer for the Records Division to edit metadata for an A-File. Generis has a servlet that applies watermarks to outgoing content that is hosted by BEA Weblogic.

Documentum Content Servers provide the document content management layer to ingest documents into the EDMS system and hosting for the DocSecure watermarking services. Documentum Index Servers provide the indexing of A-File documents and metadata into the SQL servers. This also supports the Documentum FAST search capabilities for surfacing search results

The JBoss Application Server provides web services deployment infrastructure for system interfaces and hosting for Chilkat ZIP compression services. Microsoft Active Directory (AD) provides identity management components of EDMS. Microsoft SQL Servers provide the primary RDBMS environment. Network Appliance SAN and NAS provide the primary storage for images and index.

EDMS Objectives	Two primary objectives of the USCIS' Enterprise Document Management System (EDMS) are to serve as a major legacy system repository for A-Files, and T-Files (scanned by the Records Digitization Facility (RDF) and Scan On Demand Application (SODA) at NRC), and as a repository for current Receipt Files (scanned by JPMChase/Lockbox facilities), as well as to provide a web interface for vetted users to access the scanned copies of the A-Files, T-Files, and Receipt Files. The current user base consists of USCIS and ~~ICE,users~~ICE, users. The goal is to provide additional access to CBP and Department of State and other entities such as the DHS Office of the Inspector General. This goal relies on the multidomain authentication capabilities of the system. Current system architecture will need to be reviewed and capability enhanced prior to any significant increase to the user base. The goal of this redesign is to maintain an acceptable standard of service.
EDMS Coordination	The Contractor must proactively coordinate all activities with the following: Computer-Linked Application Information System (CLAIMS), CLAIMS4.0, TECS –SQ-11, Executive Office of Immigration Review (EOIR) Online, Marriage Fraud Amendment System (MFAS), Refugees, Asylum, and Parole System (RAPS), Visa Packet (VP), Verification Information System (VIS), Refugee Application Processing System (RAPS), National File Tracking System (NFTS), ENFORCE-Alien Removal Module (EARM), DataShare Initiative (DSI), Employment Authorization Document System (EADS), ARR/BC Card, Social Security Administration (SSA), Enterprise Service Bus (ESB), Enterprise Document Management System (EDMS), Central Index System (CIS) and the Re-Designed Naturalization Application Casework System (RNACS). In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
EDMS Maintenance Requirements	The Contractor shall support the EDMS maintenance requirements for all tiers of the application environment and user access. USCIS anticipates completing the follow types of sustainment maintenance for EDMS during the performance of this SOW: • Enhancements to support TPO's Case Management system (Integrated Operating Environment) • Enhancements to support the needs of new and existing users • Support increase in volume of digitized files from ingest facilities into EDMS repository • Enhancements to support different views, additional roles, and printing options • Expand EDMS functionalities to include canned and ad hoc reports using SMART The Contractor shall keep EDMS current for subsequent absorption into Transformation's case management solution and work with OIT to scope and implement an expanded EDMS architecture to support a larger user base as needed.
EDMS User Application Support	The Contractor shall provide support to the EDMS training labs as follows: • Coordinate and assist OIT and Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the EDMS training environment in support of on-going end-user training classes.

Electronic Reading Room Document Preparing Project (ERRDPP)

ERRDP Project	The USCIS Enterprise Services Directorate (ESD) has a mandate, under the Freedom of Information Act (FOIA), to supply Administrative Decisions, contract information, and Frequently Requested Documentation to the public. The Electronic Reading Room Document Preparing Project (ERRDPP) provides USCIS FOIA Office with a system to prepare and allow the general public to view documents approved by the Electronic FOIA Act. The Electronic Reading Room Document Preparing Project includes the capability of processing selected content, redacting personal identifying information, and posting documents onto the Electronic Reading Room (ERR) content page, which is located on the USCIS.gov website. The Electronic Reading Room Document Preparing Project solves the issues inherent with scanning, storing, and publishing items that are required to be displayed to the public electronically. The project is also tasked with providing these capabilities to FOIA in one user interface. FOIA's need to adhere to the Privacy Act when publishing the information to the web is a high priority; redacting sensitive information for administrative decisions is a mandate of the Privacy Act and a deterrent to fraud. Approximately 400-600 administrative decisions are transferred to FOIA per week. Of these, approximately 1,300 documents are processed monthly for publishing to the CSWP. As the ERR content page becomes recognized by the public, the content of the website is expected to display a wider range of documents. A goal of the ERRDPP is to increase the priority level and the visibility of the ERR Program and the service it provides to the public. Currently, there are many locations where the public can search for frequently requested USCIS documents. The system plan is for the ERR content page to become the central location or clearinghouse for both public and internal USCIS employees to access frequently requested FOIA documents. The Electronic Reading Room Document Preparing Project focuses on information accessibility and uses the business process to facilitate the creation of an automated workflow application in an effort to address the business needs of the ESD. At the core of the ESD is the need to manage the flow of information from FOIA to the public and internal USCIS employees. The Electronic Reading Room Document Preparing Project includes the ability to reduce the current manual processing required to prepare Administrative Appeals Decisions, contracts and frequently requested FOIA documents for publication to the ERR content page on the USCIS.gov website. It also provides the ability to generate statistical reports to review the content that is processed through the automated workflow. The initiative consists of the following subtasks for the creation of the automated ERRDPP workflow: • Digitization: Converts hard copy FOIA documents to digital format • Redaction: Provides the ability to electronically redact sensitive information for administrative decisions to adhere to the mandate of the Privacy Act; a deterrent to fraud • Quality Assurance (QA): Provides the ability to electronically review the digitized documents to ensure accuracy, proper redaction or formatting, prior to publication to the ERR content page • Publication: Provides the ability to publish content that is approved during the quality assurance phase to the ERR content page through the USCIS content management repository • Reports: Provides the ability to generate management level statistical reports to review the content that is digitized and processed through the ERRDPP workflow

	The Electronic Reading Room Document Preparing Project utility is a client server based application. The current ERRDPP software baseline consists of the following: Altasoft (DotImage Document Imaging v3.0 SDK) ; Microsoft (.NET Framework 1.1, Microsoft Visual Studio .NET 2003, Microsoft Data Access Components (MDAC) 2.6,); Seagate (Crystal Reports 8.0), Oracle (Oracle 9.2.0.7) and Adobe (Adobe 7).
ERRDP Objectives	The objectives for ERRDPP are to improve customer satisfaction with RIMD by expeditiously posting administrative decisions and other required documents to ERR. The ESD must also comply with the Paper Reduction Act (PRA) and the Government Paper Elimination Act (GPEA) as a main function of the office; must coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including Federal, state, and local agencies and the private sector.
ERRDP Coordination	There are no external ERRDPP interfaces. The Electronic Reading Room Document Preparing Project does not support an automated interface but maintains a manual interface to the USCIS Customer Service Web Portal (CSWP). ERRDPP documents that are ready for publishing are manually delivered via DVD on a monthly basis to the CSWP team for posting to the USCIS website.
ERRDP Maintenance Requirements	The Contractor shall be tasked with providing a written report (White Paper) on existing processes for collecting, reviewing, and making documents available to internal and external customers via the Internet and intranet; and make recommendations on implementation procedures for automating those processes to improve efficiency and reduce cost. The Contractor shall then assist the project team in developing corrective, adaptive, and relevance maintenance requirements and then implementing those requirements in ERRDPP releases.
ERRDP Training Support	The Contractor shall provide support to the ERRDPP training labs as follows: Coordinate and assist ERRDPP and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. Perform periodic database clean-up of the ERRDPP training environment in support of on-going end-user training classes.

Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)	
FIPS Project	The U.S. Citizenship and Immigration Services (USCIS) uses the Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) to process requests from any person or entity seeking to obtain USCIS agency records. The Freedom of Information Act (5 USC § 522) established "an effective statutory right of public access" to federal agency records upon request by any person or entity. The Privacy Act of 1974 as amended (5 USC § 522a) established access to and amendment of Federal government records pertaining to U.S. citizens and/or lawful permanent residents. Freedom of Information Act Information Processing System uses document imaging, work flow, and other technologies to enable USCIS to manage the FOIA/PA case lifecycle for the more than 100,000 requests received annually while enabling the

paperless processing of FOIA and PA requests.

FIPS primarily consists of Commercial-Off-The-Shelf (COTS) hardware and software. The following items comprise the internal FIPS components:

- Global 360 Case Manager – provides new functionality for workflow, auditing, and other case management functions
- Global 360 Process Manager – runs the underlying workflow component
- Global 360 Information Manager – stores documents and scanned images and associated annotations. The system also provides an archiving feature
- Global 360 Image Viewer – provides thin-client software to view images and add annotations
- Oracle 11g – maintains all data including FOIA/PA attributes and information for Global 360
- WebLogic – provides the web server component prior to Global 360
- Captiva InputAccel – scans paper documents, indexes the files, and exports them for Global 360
- SAP Crystal Reports Server – generates the operational, management, and annual reports using a custom interface
- Sun Java J2SE Development Kit 5.0 Update 20 and Solaris – programming language used for the customization and extension of the Global 360 Case Manager system
- .Net – programming language used for specific requirements to interact with local machine capabilities
- Acrobat 8 Professional
- Dell OpenManage Server
- IMC Convert to Tiff Service
- McAfee VirusScan Enterprise
- Kofax Virtual Rescan
- Netapp Winscp
- Sophos AntiVirus Scanner
- Microsoft Windows

Freedom of Information Act Information Processing System needs to interface with the following external systems:

- DHS email – users need to be able to add email messages and their attachments into FIPS as responsive records; users need to be able to create and send email messages with attachments both within and outside DHS for tasks such as staffing and acknowledgement letters
- Electronic Document Management System (EDMS) A-File Repository – users need to be able to access the information in the A-File repository and have copies downloaded into FIPS as tracked and redactable documents
- USCIS *Web* Portal – Requesters need to be able to submit electronic FOIA requests and track their status in the process

Currently, the primary location for the majority of operational hardware is a Department of Justice Data Center, undergoing a migration to a USCIS Data Center. Additional user-associated data input equipment (i.e. scanners) is located at the National Records Center (NRC). In addition, Application support – FIPS 7 has two thick client applications that will require maintenance and support for scanning and printing. The interactions between the FIPS system, the COTS application and database, and the local PC require troubleshooting and resolution. Additionally the program requires direct support to run queries and information developed in coordination with the Government. These queries often have a short turnaround time due to the nature of the operations.

	In addition, FIPS uses Dell servers; SunFire V490; Captiva application servers that support the FIPS image capture system and facilitates upload to the local NRC database, an EMC SAN, various routers and switches, several high speed scanners, and production CD Burners located at the NRC: Rimage Protégé II; Fujitsu 5750C/si-6770 Scanners; Hewlett Packard LaserJet 8000 DN.
FIPS Objectives	The sustainment support objectives for FIPS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
FIPS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with FIPS. Currently, these systems include (but not limited to): Enterprise Document Management System (EDMS), Customer Service Web Portal (CSWP), Enterprise Service Bus (ESB), and Microsoft Outlook.
FIPS Maintenance Requirements	The contractor shall perform adaptive maintenance to upgrade or convert the system to adapt to changes in system requirements or processing environments. Proposed maintenance activities include, but are not limited to: • Add templates required for processing Government contract related FOIA request with the related sequence of document description. • Add functionality to dispose of duplicate cases. • Add capability to process the supplementary release of records out of the original case in FIPS. • Enable remote access to FIPS7 for FOIA processors who tele-work. • Add capability to count cases in circular search status in the existing FOIA request backlog. • Enhance the case count to eliminate referred cases and duplicate cases already processes from the FOIA Annual Report. • Add FIPS7capability to tabulate fees that should be charged to requesters. • Add FIPS7capability to generate and export reports in Excel, MS Word, and HTML. • Add FIPS7case fee waiver tracking and alert functionalities. • Add search function to responsive records with the capability to search meta-data and full text.
FIPS Training Support	The Contractor shall provide support to the FIPS training labs as follows: • Coordinate and assist FIPS and OIT staff and other program support Records Division in resolving selected hardware, software, or network problems. Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the FIPS training environment in support of on-going end-user training classes.

Microfilm Digitization Application System (MiDAS)

MiDAS Project	The HQ Records Division, as part of the Enterprise Services Directorate under USCIS, must conserve, restore, and preserve information contained in more than 100 million alien records. These records are housed in record sets consisting of; the Master Index (MI) microfilm, Flex-O-Line microfilm and/or microfiche (strips), and paper and microfilm Naturalization and Citizenship , and paper and microfilm immigrant and other alien records (Historical Records). The purpose of the MiDAS system is to improve the management and retrieval of records. There are approximately 47 million MI records and, to date, all have been converted into MiDAS. The Flex-O-Line contains the complete entry information on aliens registered from 1940 to 1950. No more than 2/3 of the Flex-O-Line records have been converted and entered into MiDAS. Over 26 million Historical Records (HR) consisting of Certificate Files (naturalization certificates, petitions, declarations, "odd" derivatives and repatriation certificates), Alien Registration Forms (AR-2) and Microtex records and some other small set of microfilm-based records have been converted for inclusion in MiDAS 2.1. Additional records and files remain in paper, microfilm, and digital format and are candidates for inclusion in MiDAS. The Genealogy Program was created in the Records Division with the objective of improving service to the public regarding historical records information requests pursuant to Public Law (PL) 106-553 of December 21, 2000. This is a fee-for-service operation that will eventually allow the Records Division to recover costs for providing historical records services to the general public. MiDAS needs to be enhanced to better support Genealogy operations both internally and via the e-Commerce MiDAS web module. The MiDAS system is designed to meet the business needs of Records Operations and Genealogy. The MiDAS system consists of seven components: MiDAS Search Engine (MSE), Records Operations Web Request site, Records Operations Case Management Toot (CMT), Genealogy Web Request site, Genealogy CMT; and two reporting components, Actuate reports for Records Operations and for Genealogy. MiDAS has the ability to retrieve data and images based on indexes and track the work flow of a request placed in either the Records Operations Web Request site or the Genealogy Web Request site The current MiDAS software baseline consists of the following VB.Net , XML, JavaScript, SQL, DHTML, Oracle 9i~11g, Seibel 7.xx~8.x.x standard and high interactivity modes.
MiDAS Objectives	The objectives of this MiDAS project are to: expand records and indices available electronically (MSE); improve internal user interface (CMT); and update and improve web request interfaces (e-commerce and Request sites). It is very important to have reliable case management tracking and reporting. Records Division must also coordinate and develop partnerships with other agencies and organizations on data requirements; and expand the electronic exchange of data mission-partners, including federal, state and local agencies and the private sector.

	The sustainment support objectives for MiDAS includes support for bug fixes, OS, security, software patches as well as OIT, DHS, and Congressionally mandated changes to the system. A secondary focus includes supporting the addition of externally developed enhancements to the existing solution, to include: • Supporting environment changes and enhancements made to the system to provide additional or changed functionality to adapt to changes in the business processes or to extend the software to new users. • Supporting redesign activities that modify functionality, or produce technical improvements to enhance software and security, or both. • Supporting system and software conversion activities that include the transition of existing applications from one environment to another.
MiDAS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with MiDAS. Currently, these systems include (but not limited to): Pay.gov. In addition, the Contractor will frequently work with users. The ability to communicate well with highly skilled technical staff as well as with users is extremely important.
MiDAS Maintenance Requirements	USCIS anticipates completing the follow types of change directives for the MiDAS system during the performance of this Task Order: • The Contractor shall support the incorporation of queries against other sources of data in order to comply with Congressional mandates, Federal Regulatory Laws, and business owners requirements. • The Contractor shall support the ORM-IRPSP envisioned turnkey solution from initial data capture through final resolution. The application will capture necessary data from request forms; generate automated search requests, track the progress and status of each request, and provide search request reports as described in the documentation provided by the DHS. • The Contractor shall support the MiDAS Web Based maintenance requirements. • The Contractor shall support development of reference information integrated into the MiDAS System (on-line help). • The Contractor shall support the planned conversion of additional data and images for inclusion in the MiDAS system.. • The Contractor shall support updates to the CMT to provide a unified tracking for search requests, expanded reporting, and refined case management processes.
MiDAS Training Support	The Contractor shall provide support to the MIDAS training labs as follows: • Coordinate and assist MIDAS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems. • Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the MIDAS training environment in support of on-going end-user training classes.

National File Tracking System (NFTS)

NFTS Project	The National File Tracking System (NFTS) Web-based application was established to allow USCIS personnel to request, track, or check the file location of individual immigration records (i.e. A-files, T-Files, S-Files, etc...) via a centralized database. The system is an integral part of the Records Management process. It supports the DHS need to track files at the national as well as local level and supports over 17,000 users. The National File Tracking System provides efficient access to high quality immigrant information by maintaining accurate file inventory and location information. The National File Tracking System is the successor system to the Personal Computer-Receipt and Alien-File Accountability and Control System (PC-RAFACS). With the exception of the Solaris host, NFTS Servers are currently configured with either five or six drives. The first two are configured in a RAID 1 and the remaining drives are configured in a RAID 5 for redundancy purposes. These servers all are host 3.0 gigahertz or faster processors with 4 gigabytes of RAM memory and two 1 gigabyte Ethernet adapters. The IIS and application components of the NFTS Web application are hosted on clustered servers. This provides for load balancing and fail over capability in both the IIS and application tier of this system. If a server in the cluster should become unavailable or over utilized, users will be routed to a server with available resources. These features help support fault tolerance and provide for enhanced availability of the Web application. Any application web server can be used assume the roll of the "Interface server", which would require a load balancer configuration change. The following products are used to support the NFTS System Software Architecture Asp (Visual Interdev) • Microsoft JavaScript • Microsoft VBScript • Microsoft IIS 6.0 • Microsoft Message Queue (MSMQ) • Microsoft VBScript Regular Expressions 5.5 • Microsoft COM+ 1.0 • MicrosoftActiveX Dll (Visual Basic) • Microsoft ActiveX Exe (Visual Basic) • NT Services • XML • SOAP • Oracle Client 9.x • MDAC 2.X (ADO) • Crystal Reports XI, Release 1, Patch 4 • AGS Outbound 4.7.0. SP3 The NFTS Web application has six non-database interfaces, which includes Central Index System (CIS), Central Information Processing System, (CIPS) Reengineered Naturalization Casework System, (RNACS) and Refugee, Asylum, and Parole System (RAPS). In addition,

	NFTS includes a real-time type interface to the Computer-Linked Application Information Management System (CLAIMS 3 and CLAIMS 4) and EDMS (Enterprise Document Management System).
NFTS Objectives	The purpose of NFTS is to support the DHS priority for management information and integration; comply with the U.S. Code of Federal Regulations, National Archives and Records Administration specifications, Title44 Chapter 32, dealing with management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among USCIS, ICE, and CBP; and provide statistical reporting to USCIS offices and other agencies. The NFTS-CIS Master Reconciliation is a USCIS HQ Records project with the goal of improving data integrity in both NFTS and CIS. To fulfill this initiative, reconciliation of data between NFTS and CIS is needed to ensure the two applications contain similar data on file locations. Master Reconciliation activities encompass data extracts from NFTS and will require data updates to be made to both systems. The Master Reconciliation will include the clean up of duplicate A files between the two systems. The largest component will be the comparison and updating of A files location information across the two systems (NFTS and CIS) so they become as synchronized as possible.
NFTS Coordination	The Contractor must proactively coordinate all activities with any external systems that require data exchange with NFTS. Currently, these systems include (but not limited to): Computer-Linked Application Information Systems; Refugees, Asylum, and Parole System (RAPS); The Central Index System (CIS); Re-Designed Naturalization Application Casework System (RNACS); SMART; eCISCOR and the National Archives and Records Administration's Systems. In addition, the Contractor will frequently work with users.
NFTS Maintenance Requirements	Maintenance requirements will include the removal of file tracking functionality from the Central Index System (CIS) so that NFTS is the system of record for all file tracking within USCIS. This includes allowing NFTS to generate all external requests for files in the system and providing the updated information on location and transfer to the Central Index System via the File Transfer Display Transaction. The National File Tracking System will be required to support the capture of information that will enable USCIS to assign a fee for each transaction in NFTS performed to, by or for other agencies. A system report that can be pulled to support the invoicing of fees associated with Records services will accompany the fee for service capability. The system will be required to adapt to additional interfaces inside USCIS, DHS, and other Federal agencies To include updates of new A-Files created by ICE and CBP via interfaces. This includes engineering real-time interfaces with the Central Index System (CIS). Contractor support of the system may include follow-up training, audits of files, and working at the site directly with users resulting in travel to targeted DHS sites. In addition, NFTS shall be modified to allow the audit function to be used to immediately update the location of a file and mark files that have previously been marked "lost" as "found". Also, the system has not had any major releases in the last five years. There are over 100 system change requests (SCRs) currently approved by the Customer Review Board and tentatively identified as being part of a release that need to be reviewed and scheduled in at least two major releases during this fiscal year. A major release must include substantial portion of these SCRs (no less than 30) unless it is determined by the Contractor, OIT, and the Business program that it cannot be accomplished.
NFTS Training Support	The Contractor shall provide support to the NFTS training labs as follows: • Coordinate and assist NFTS and OIT staff and other program support Contract Records Division in resolving selected hardware, software, or network problems.

	• Assist development and architecture teams by providing technical advice on operating system, platform, network, and program product capabilities. • Perform periodic database clean-up of the NFTS training environment in support of on-going end-user training classes.

Scan on Demand Application (SODA)	
SODA Project	Scan on Demand Application (SODA) refers to the process whereby user requested paper A-Files are converted into digital records. This process has enabled USCIS to provide requested A-Files to the user community in a quicker, more efficient fashion. The primary groups of DHS personnel making requests to view A-Files through SODA are: U.S. Immigration and Customs Enforcement (ICE), U. S. Customs and Border Protection (CBP), and USCIS FOIA/PA Program. On a monthly basis, ICE, CBP and USCIS FOIA/PA currently request to view thousands of A-Files; on average, ICE requests more than 100,000, CBP requests more than 20,000, and FOIA/PA requests more than 8,000. Currently, if the National Records Center (NRC) receives an e-mail request for a file that is located at their facility, the file is delivered to the SODA area for processing. The Records Digitization Facility (RDF) in Kentucky is also tasked with scanning and indexing A-Files. Select file populations are chosen for scanning at the RDF. In either case, the resulting digitized A-Files are then ingested into the Enterprise Document Management System (EDMS) for persistent storage and later retrieval. The interface for loading A-Files into EDMS is well defined and was designed to accommodate additional sites besides the NRC and RDF facilities. Currently, SODA's only interface is with the Enterprise Document Management System (EDMS), the USCIS electronic document repository. The A-Files scanned through the SODA process are uploaded into EDMS using the current EDMS A-File ingestion process. The details of the interface are described in the EDMS /SODA Interface Control Agreement (ICA) document. The function of the SODA/EDMS interface is to provide a notification to EDMS that a digitized A-File is ready for ingestion, to convey the location of the A-File prepared by SODA, to provide the digitized A-File in the approved format, and to retrieve either notification of a successful ingestion or error messages detailing the reasons for the lack of a successful ingestion. The A-File processing for SODA currently only takes place at the NRC, but may expand due to Transformation or other needs. All of the steps in the SODA process, from generating pull tickets through and including quality assurance, take place at the NRC. Once processing is complete, the batch is converted into PDF format and staged for ingestion into the EDMS repository. The Captiva-based imaging server then makes the electronic files available for ingestion by EDMS. For SODA data backup, the Dell servers boot from the SAN and the Sun servers have the database stored on the SAN. The SAN is replicated to a DHS data center SAN as the back-up methodology. A local back-up system and library is installed at the NRC for the high speed IBML scanners and the associated servers. Currently, the data retention period for scanned files is 3 to 4 weeks. The purpose of a local storage is to serve as a temporary repository prior to uploading the digitized A-files for persistent storage in the EDMS repository.

	The SODA equipment primarily consists of Commercial-Off-The-Shelf (COTS) hardware and ~~software. The~~software. The production environment consists of the following principal hardware components: Ten Dell PowerEdge 2950 computer servers whose functions include image capture, file transfer, imaging, archive-imaging and reports - three of these servers are used to support the IBML; two Sun SPARC Enterprise T5240 servers that are used as Oracle database servers; one FAS2050 Network Appliance used for image storage; ten Fujitsu 5750C/6770i Scanners used as auxiliary scanners for documents; two Kodak I620 scanners that are used to scan documents for batches with Expedited treatment; and two IBML Trak3 scanners used for general production scanning of documents. The following software is used in the production environment: Oracle Database Server Version 10.2.0.2.0 based on the Sun servers; Visual Basic custom utility application Visual Studio 2008 on the client machines; Microsoft Access 2003 custom utility application on the Administrator client machines; Captiva InputAccel (image capture system) 5.3 SP3 on the Dell servers; Kofax Virtual Rescan document image software on the client scan machines; Microsoft Windows XP operating system SP3 on the client workstations; Windows Server 2003 Enterprise Edition operating system SP2 on the Windows servers; Oracle Client administrator version 10.2g on the client stations and Dell servers; IBML Soft Trac scanner administration software version 5.65R1 on the IBMLs; McAfee Virus Scan Enterprise version 8.6 on all Windows servers and clients; Microsoft SQL server database server version 2005 on the IBMLs; Solaris Sun operating system version 10 on the Sun servers; Sophos AntiVirus scanner version 10 on the Sun servers and Backup Exec back up agent version 10 on the IBML servers.
SODA Objectives	The objective of SODA is to provide a process used to convert requested (or demanded) paper A-Files into electronic records residing within the Enterprise Document Management System (EDMS). This process enables USCIS Records to provide multiple users with access to requested A-Files at the same time and eliminate mail costs. The goal of SODA is to employ current image-capture technology to digitize A-Files on an as-needed basis in an efficient and effective manner.
SODA Coordination	The Contractor shall coordinate with the EDMS team to ensure the continued smooth operation of both systems as related to the ingestion interface. The Contractor shall also collaborate with the teams running the USCIS IT monitoring tools (ArcSight and OpNet Ace/Panorama) in order to proactively take charge when trends leading up to ingest issues start appearing and reactively when ingest issues occur on the SODA side of the ingest process.
SODA Operational Support Requirements	The Contractor shall support the current SODA system interface and the ad hoc database, service-wide inventory functionality, records analysis utility, and connectivity for the system.
SODA Maintenance Requirements	The Contractor shall be required to support any planned expansion of the SODA application and work with OIT to stay in compliance with OIT policies; support the requirements created by the NRC and Headquarters Records Division with releases that will enhance the performance of the system to the level needed. Proposed maintenance activities include, but are not limited to: • Expand SODA functionalities to include canned and ad hoc reports using SMART. • Increase SODA capabilities to support the ingestion of 54,000,000 pages per year.
SODA Training	The Contractor shall provide support to the SODA training labs as follows:

Support	• Support SODA and OIT staff members with the development, implementation, and documentation of the SODA training environment. • Support the creation and presentation of training materials as required. • Perform periodic database clean-up of the SODA training environment in support of on-going end-user training classes.

Refugee, Asylum, & International Operations

Asylum Pre-Screening System (APSS)	
APSS Project	The Asylum Pre-Screening System (APSS) was developed and deployed in 1996 to support processing of illegal aliens who might have a plausible case for asylum in the United States. Initially, the Asylum Pre-Screening Officer program was to have focused on the screening of individuals who are detained pending exclusion hearings, with the object of paroling qualifying detainees until their hearings before an Immigration Judge. After passage of new immigration legislation in late FY 96, however, the scope of the system was expanded to include asylum pre-screening for individuals encountered at any ports of entry and at any point within the U.S. The Asylum Pre-Screening System was developed to allow USCIS (formally INS) officers and management to track and manage casework, schedule interviews, update relevant findings and decisions, generate reports, and assess the effectiveness of the asylum pre-screening program. The system provides the following capabilities: • Capture of case data • Case tracking support • Control of case interviews • Generation of management and statistical reports • Support the District Directors' parole decisions quality assurance review The current APSS software baseline consists of the following: IBM 3093 Platform; COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages; and Polytron Version Control System (PVCS) Tracker, Migration Request Tracking System (MRTS), and Visio PC Packages. The Asylum Pre-Screening System data is stored in a centralized Integrated Database Management System (IDMS) network database. The online data entry system provides users with inquiry and update capability. The system is comprised of five principal components: case maintenance, interview maintenance, decision maintenance, inquiry, and system maintenance. The Asylum Pre-Screening System has no internal or external interfaces.
APSS Objectives	The objective is to retire APSS and include the functionality in the TPO Case Management system.
APSS Coordination	The Contractor shall coordinate with the Asylum office throughout the lifecycle of the program
APSS Maintenance	The Contractor shall identify and, as directed by USCIS, correct errors or defects in the software that cause APSS to malfunction.

Requirements	

Refugees, Asylum and Parole System (RAPS)	
RAPS Project	Refugees, Asylum and Parole System (RAPS) was developed and implemented in April 1991 to provide case tracking support; automated exchange of information with other USCIS and external systems; and generation of standard forms and correspondence. Until the development of RAPS, there had been no systematic way to track asylum cases, or to derive accurate statistics on the asylee population. Responses to inquiries about the numbers and nationalities of asylees who had been or who were being processed by the USCIS necessitated manual searches and reporting by the district office staff around the country. To alleviate these problems, a centralized automated system was developed to support the processing of currently active casework and new asylum applications. Effective January 1995, new legislation (Asylum Reform) went into effect that provided for coordinated processing of asylum cases between USCIS and the immigration courts. The purpose of the legislation was to discourage aliens from applying for asylum as a means for obtaining employment authorization documents. It provided that processing of all asylum applications by both USCIS and the courts had to be completed within 180 days; with the result that applicants were no longer eligible for work documents until their application was granted or until the 180-day period had passed. Under Asylum Reform, USCIS was given the first 60 days in which to complete its processing of the application, either granting the case or referring it to an immigration court; the courts had the remaining time to complete their process. To support the requirements of Asylum Reform, the RAPS database was completely redesigned, and new software to support the accelerated processing of casework was implemented. The original intent to include refugee and parole casework in RAPS was abandoned in the early 1990s, and therefore RAPS tracks only asylum cases. The current RAPS software baseline consists of the following: IBM 3093 Platform, COBOL for OS/390, CA IDMS Release 16, ADS/O, Culprit, JCL, and TSO Languages.
RAPS Objectives	The objective is to retire RAPS and include the functionality into the TPO Case Management system. The RAPS scheduler component will continue to be supported until its functionality is subsumed by NASS.
RAPS Coordination	Coordination with the Refugee, Asylum and International Operations, Office of Transformation Coordination (OTC) and Department of State, through OIT, will be required.
RAPS Maintenance Requirements	This application will remain in steady-state or operational posture only. Maintenance to repair errors will be performed, as needed.

Application User Support	The Contractor shall perform periodic database clean-up of the RAPS training environment in support of on-going end-user training classes.

Appendix 2: Application Support Summary

The following table provides data that summarizes application sustainment metrics. The estimated numbers of releases are estimates only. The actual number may vary depending on the maintenance needs that arise within a year. ~~There can be one or multiple System Change Requests (SCRs) within a single release.~~ The actual numbers of releases, and SCRs within a release, may vary depending on the maintenance needs that arise within a year.

Application	~~Task Service Estimates~~ Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Estimated Releases per Year	~~Production Control Jobs~~ Recurring Reports	Complexity	Number of Users	Number of Interfaces
APSS	~~1~~2	N/A	~~3~~52	8am – 8pm	Major: ~~-~~ 0 Mod. ~~-~~ ~~1~~0 Minor: ~~-~~ ~~4~~1	Daily – 2 Weekly – 1	Low	900	0
AR-11	~~1~~20	~~Lab Support~~	1	8am – 5pm	Major – 0 Mod. – 0 Minor – ~~0~~1	Daily – 3 Monthly – 11	Low	~~2,300~~60,000	~~11~~
BBSS	~~10~~ 2015	N/A	~~700~~600	8am – 8pm	Major – ~~1~~0 Mod. – ~~1~~0 Minor – 4	~~Daily – 3~~ ~~Bi-Weekly – 2~~ ~~Monthly – 2~~ Weekly - 2	Medium	3,000	10
CLAIMS 3	135	N/A	~~100~~164	8am – 8pm	Major – 2 Mod. – 15 Minor – 36	Daily – ~~4~~1 ~~Bi-Weekly – 4~~ Weekly - 1 ~~Monthly – 4~~	Very High	20,000	20
CLAIMS 4	~~11~~6	User Tng Lab Support	~~615~~1736	8am – 8pm	Major – 1 Mod. – 3 Minor – ~~14~~5	Daily – ~~15~~11 Bi-Weekly – ~~2~~1 Weekly – 6	High	4,304	11

Application	~~Task Service Estimates~~ Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Estimated Releases per Year	~~Production Control Jobs~~ Recurring Reports	Complexity	Number of Users	Number of Interfaces
						Monthly – 8 Quarterly 3			
CIS	~~10-15~~2	N/A	~~25~~13	8am – 5pm	Major – 2 Mod. – ~~6~~2 Minor – ~~4~~2	Daily – ~~2~~5 Weekly – ~~1~~0 ~~Monthly – 2~~ ~~Quarterly – 3~~	~~High~~Medium	34,000	18
CPMS	~~5~~0	N/A	~~20~~07	8am – 8pm	Major – ~~1~~0 Mod. – ~~2~~1 Minor – ~~3~~6	~~Daily – 15~~ ~~Monthly – 4~~ N/A	Medium	20,000	1
CMIS	~~N/A~~1	User Tng Lab Support	~~7~~50	8am – 8pm	Major – 1 Mod. – 1 Minor – 3	N/A	~~Medium~~Low	750-1250	0
CRIS	~~N/A~~3	~~User Tng~~ Lab Support	~~7~~550	8am – 8pm	Major – ~~2~~0 Mod. – ~~2~~1 Minor – ~~11~~5	N/A	High	750-1250	4
CSWP	~~1-5~~5	User Tng	~~100~~10	9am – 6pm	Major – ~~0~~1 Mod. – 1 Minor – ~~2~~14	N/A	Medium	~~3,600,000~~ Public Facing	1
EASS	~~1~~0	N/A	42	8am – 8pm	Major – 0 Mod. – 0 Minor – ~~0~~4	N/A	Low	204	1
EDMS	~~5-10~~2	User Training Lab Support	~~7~~530	8am – 8pm	Major – 2 Mod. – 2 Minor – 0	~~Daily – 4~~ ~~Bi-Weekly – 3~~ ~~Monthly – 6~~ N/A	High	15,400	5

Application	~~Task Service Estimates~~ Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Estimated Releases per Year	~~Production Control Jobs~~ Recurring Reports	Complexity	Number of Users	Number of Interfaces
E-Filing	~~15~~7	~~Lab Support~~	~~50~~21	8am – 8pm	Major – 0 Mod. – ~~2~~0 Minor – ~~2~~6	~~N/A~~Daily – 3 Weekly – 3 Monthly - 2	Medium	~~40,000~~Public Facing	2
ERRDPP	~~1-5~~0	~~Lab Support~~	~~3~~4	8am – 5pm	Major – 0 Mod. – 1 Minor – 2	~~Daily – 35 Weekly – 54 Monthly – 44 Quarterly – 1 Yearly – 1~~ N/A	Low/ ~~Medium~~	20~~0~~	1
FD-258 MF	4	N/A	10	8am – 8pm	Major – 0 Mod. – 0 Minor – 3	Daily – ~~4~~1 Weekly – 1 ~~Monthly – 4~~	Medium	15,000	5
FDNS-DS	~~10-15~~3	Lab Support	~~100~~70	8am – 8pm	Major – ~~3~~0 Mod. – ~~3~~0 Minor – ~~12~~10	~~Daily – 2~~ N/A	~~High~~Medium	12,000	1
FIPS	~~8-10~~0	~~User Tng Lab Support~~	~~24~~0130	7am – ~~7pm~~5pm	Major – ~~2~~1 Mod. – ~~2~~1 Minor – ~~2~~3	~~Daily – 4 Bi-Weekly – 3 Monthly – 6 Yearly – 3~~ N/A	High	~~175~~200	3
ICMS	~~2~~1	N/A	~~3~~0	8am – 8pm	Major – 0 Mod. – ~~2~~3 Minor – ~~3~~0	N/A	Medium	4,500	1
ICPS	~~5~~6	N/A	~~6~~25	8am – 8pm	Major – ~~2~~0 Mod. – ~~6~~3	~~Daily – 3~~ -N/A	High	150	5

Application	~~Task Service Estimates~~ Ad Hoc Reports per Month	Application Training	Service Desk Tickets per Month	Service Desk Support Hours (EST)	Estimated Releases per Year	~~Production Control Jobs~~ Recurring Reports	Complexity	Number of Users	Number of Interfaces
					Minor – ~~46~~				
InfoPass	~~2-5~~	~~Lab Support~~N/A	~~50~~15	8am – 8pm	Major - 0 Mod. - ~~23~~ Minor - 2	N/A	Low	~~30,000~~ Public Facing	0
MiDAS	~~258~~	~~Lab Support~~N/A	~~30~~20	8am – 8pm	Major – ~~21~~ Mod. – 2 Minor – ~~24~~	Daily – ~~35~~1 Weekly – ~~54~~2 Monthly – ~~44~~1 Quarterly – ~~1~~1 ~~Yearly – 1~~	~~High~~Medium	~~1,050~~200	~~2~~1
NASS (O&M)	N/A	Lab Support User Training	50	8am – 8pm	Major – 2 Mod. – ~~0~~2 Minor – ~~24~~	N/A	Medium	~~30~~6,000	~~104~~
NCSC Siebel	~~N/A~~3	User Tng Lab Support	~~15~~3	8am – 8pm	Major – ~~10~~ Mod. – 1 Minor – ~~31~~	N/A	Medium	~~750-1000~~125	5
NFTS	~~30~~20	Lab Support	~~110-132~~121	8am-8pm	Major – ~~21~~ Mod. – ~~32~~ Minor – ~~23~~	Daily –~~3~~ Bi-Weekly-1 Weekly – 1 Monthly – 7 ~~Quarterly – 1~~ ~~Yearly – 1~~	High	~~187~~,000	8
RAPS	~~25~~	N/A	910	8am – 8pm	Major – 1 Mod. – 2 Minor – 2	Daily – ~~30~~ ~~Weekly – 19~~ ~~Monthly – 6~~	Medium	12,000	~~148~~

						~~Ad Hoc Daily – 1 Yearly – 1~~			
Remedy	~~20~~	Lab Support	~~300~~50	8am – 8pm	Major – ~~2~~1 Mod. – ~~2~~1 Minor – ~~34~~	N/A	~~High~~Medium	24,000	~~Current: 2 Future: 40~~
SAS	~~1-32~~	N/A	~~500~~	8am – 8pm	Major – ~~1~~0 Mod. – ~~1~~0 Minor – 1	N/A	Low	~~30-45~~20	0
SNAP	~~1~~0	N/A	30	8am – 8pm	Major – 0 Mod. – ~~1~~2 Minor – ~~6~~3	Daily – 1 Weekly – 1 Monthly - 1 ~~N/A~~	Medium	~~6~~2,000	3
SPS	~~1~~50	N/A	~~1~~0	8am – 8pm	Major – 0 Mod. – ~~0~~2 Minor – ~~4~~5	N/A	Low	~~6~~24	2
SODA	2	~~User Tng Lab Support~~	~~240~~10	7am – 7pm	Major – 2 Mod. – 2 Minor – 2	Daily – ~~3~~1 ~~Monthly – 2~~	Medium	100	1
Visa Services	~~2~~1	N/A	~~5~~0	8am – 8pm	Major – ~~1~~0 Mod. – ~~1~~0 Minor – ~~1~~0	N/A	Medium	3,000	2

Appendix 3: Capitalized Property, Plant and Equipment (PP&E) assets

Internal Use Software (IUS) Reporting and Invoicing requirements

1. Background

The United States Citizenship and Immigration Services Management Directive No. 128-001, USCIS/Office of Information Technology has an ongoing requirement to report Internal Use Software (IUS) development and testing costs for the programs under its purview and assignment. Development and testing costs would include those costs incurred during Design, Programming, Testing and Implementation Phases, and would not include any costs incurred once IUS software is deployed into an Operations and Maintenance Phase.

IUS reporting is a monthly mandatory requirement, and must include all software releases with a useful life of 2 years or more that fall under the following categories:

- Software with a cumulative cost of $500K or greater;
- Software bulk purchases of $1 Million or more.

2. Definition: The internal use software capitalized costs should include the full costs (direct and indirect cost) incurred **during the software development, after the planning and through the implementation stage** and is defined by the following characteristics:

a. *Commercial off-the-shelf (COTS) software*: COTS software refers to software that is purchased from a vendor and is ready for use with little or no changes.

b. *Developed software*:

(1) Internally developed software refers to software that employees of the entity are actively developing, including new software and existing or purchased software that are being modified with or without a contractor's assistance.

(2) Contractor-developed software refers to software that a federal entity is paying a contractor to design, program, install, and implement, including new software and the modification of existing or purchased software.

3. Reporting: All applicable costs for software application under the specific activities listed in section 5 below that are in **the software development stage** shall be tracked, reported and documented by each applicable release so that an OIT determination can be made if the asset meets IUS criteria. USCIS has determined that the best method for identifying IUS candidates is through monthly collection of contractor cost data for all releases in the development phase.

4. Invoicing and Reporting: The contractor shall identify, capture, log, track and report the costs of IUS associated with **each specific release** under this project. The costs provided, after OIT's determination on whether or not the release meets the capitalization criteria will support OIT's reporting of costs incurred for the release. Costs considered part of IUS activities include systems administration, systems engineering, and program management. The invoice must contain the total cost, **itemized by release and** include the total sum of all applicable IUS activities. At the contractor's discretion, this information may be submitted, either as an attachment or as an itemized line item within the monthly invoices, as outlined in page 9, **Error! Reference source not found.**.

5. **Capitalized costs to be reported:** The following activities within the development lifecycle have been identified as IUS reportable costs by the USCIS Management Directive No. 128-001:

i. Design:

a. System Design: Design System, Update System Test Plan, Update Security Test Plan, Update Project Plan, Update Business Case, Conduct Critical Design Review and Issue Memo
b. Design of chosen path, including software configuration and software interfaces

ii. Programming/Construction:

a. Establish Development Environment, Create or Modify Programs, Conduct Unit & Integration Testing, Develop Operator's Manual, Update Project Plan, Update Business Case, Migration Turnover/Test Readiness Review, Prepare Turnover Package, Develop Test Plans,

Migration Turnover/Issue Test Readiness Memo

iii. Testing

a. Acceptance Testing: Develop Security Test Report, Issue Security Certification, Develop System Documentation, Conduct User Acceptance Testing, Update Project Plan, Update Business Case, Conduct Production Readiness Review, Develop Implementation Plan, Issue Production Readiness Review Memo
b. Coding
c. Installation to hardware
d. Testing, including parallel processing phase

iv. Implementation Activities

a. Implementation/Transition: Security Accreditation (initial system accreditation only), Issue Implementation Notice, Parallel Operations, Update Project Plans, Update Business Case, Conduct Operational Readiness Review, Issue Operational Readiness Memo.

vi. In addition, if not already itemized in the attachment or the invoice, the following additional costs shall be reported.

a. Full cost (i.e., direct and indirect costs) relating to software development phase
b. Travel expenses by employees/contractor directly associated with developing software
c. Documentation Manuals

d. COTS purchases

Ref: (a) USCIS Management Directive No. 128-001

(b) Federal Accounting Standards Advisory Board Handbook, Standard 10, Accounting for Internal Use Software

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 12

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00025	08/24/2013	Not a funding action	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
Not a funding action

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

CHECK ONE	
X	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. FAR 43.103 (b)(2) Types of contract modifications - Unilateral
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to remove the current Security Requirements from the Task Order and replace them with the revised Security Requirements (Clause 5 & OIT Language). This modification is a unilateral action with no funding at no additional cost to the government. All other terms and conditions of the Task Order remain the same.

The amount obligated on the Task Order remains unchanged a [redacted] (b)(4)

SECURITY REQUIREMENTS
GENERAL
U.S. Citizenship and Immigration Services (USCIS) has determined that performance of this
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato (Signature of Contracting Officer)	8/24/2013

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive but unclassified information, and that the Contractor will adhere to the following.

SUITABILITY DETERMINATION
USCIS shall have and exercise full control over granting, denying, withholding or terminating access of unescorted Contractor employees to government facilities and/or access of Contractor employees to sensitive but unclassified information based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS, at any time during the term of the contract. No Contractor employee shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Office of Security & Integrity Personnel Security Division (OSI PSD).

BACKGROUND INVESTIGATIONS
Contractor employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract as outlined in the Position Designation Determination (PDD) for Contractor Personnel. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through OSI PSD.

To the extent the Position Designation
Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Determination form reveals that the Contractor will not require access to sensitive but unclassified information or access to USCIS IT systems, OSI PSD may determine that preliminary security screening and or a complete background investigation is not required for performance on this contract. Completed packages must be submitted to OSI PSD for prospective Contractor employees no less than 30 days before the starting date of the contract or 30 days prior to EOD of any employees, whether a replacement, addition, subcontractor employee, or vendor. The Contractor shall follow guidelines for package submission as set forth by OSI PSD. A complete package will include the following forms, in conjunction with security questionnaire submission of the SF-85P, Security Questionnaire for Public Trust Positions via e-QIP: 1. DHS Form 11000-6, Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement 2. FD Form 258, Fingerprint Card (2 copies) 3. Form DHS 11000-9, Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act 4. Position Designation Determination for Contract Personnel Form 5. Foreign National Relatives or Associates Statement 6. OF 306, Declaration for Federal Employment (approved use for Federal Contract Employment) 7. ER-856, Contract Employee Code Sheet EMPLOYMENT ELIGIBILITY Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the U.S. for three of the past Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	five years, OSI PSD may not be able to complete a satisfactory background investigation. In such cases, USCIS retains the right to deem an applicant as ineligible due to insufficient background information. Only U.S. citizens are eligible for employment on contracts requiring access to Department of Homeland Security (DHS) Information Technology (IT) systems or involvement in the development, operation, management, or maintenance of DHS IT systems, unless a waiver has been granted by the Director of USCIS, or designee, with the concurrence of both the DHS Chief Security Officer and the Chief Information Officer or their designees. In instances where non-IT requirements contained in the contract can be met by using Legal Permanent Residents, those requirements shall be clearly described. The Contractor must agree that each employee working on this contract will have a Social Security Card issued by the Social Security Administration. CONTINUED ELIGIBILITY If a prospective employee is found to be ineligible for access to USCIS facilities or information, the Contracting Officer¿s Representative (COR) will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract. In accordance with USCIS policy, contractors are required to undergo a periodic reinvestigation every five years. Security documents will be submitted to OSI PSD within ten business days following notification of a contractor¿s reinvestigation requirement. In support of the overall USCIS mission, Contractor employees are required to complete one-time or annual DHS/USCIS mandatory trainings. The Contractor shall certify annually, but no later than December 31st each year, that required trainings have been completed. The certification of the completion of the trainings by all contractors shall be provided to both the COR and Contracting Officer. USCIS Security Awareness Training (required Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	within 30 days of entry on duty for new contractors, and annually thereafter) USCIS Integrity Training (Annually) DHS Continuity of Operations Awareness Training (one-time training for contractors identified as providing an essential service) USCIS Office Safety Training (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training) USCIS Fire Prevention and Safety Training (one-time training for contractors working within USCIS facilities; contractor companies may substitute their own training) USCIS reserves the right and prerogative to deny and/or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct or whom USCIS determines to present a risk of compromising sensitive but unclassified information and/or classified information. Contract employees will report any adverse information concerning their personal conduct to OSI PSD. The report shall include the contractor¿s name along with the adverse information being reported. Required reportable adverse information includes, but is not limited to, criminal charges and or arrests, negative change in financial circumstances, and any additional information that requires admission on the SF-85P security questionnaire. OSI PSD must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS issued identification cards and HSPD-12 card, or those of terminated employees to the COR. If an identification card or HSPD-12 card is not available to be returned, a report must be submitted to the COR, referencing the card number, name of individual to whom issued, the last known location and disposition of the card. SECURITY MANAGEMENT The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with OSI through the COR on all security matters, to include physical, Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	personnel, and protection of all Government information and data accessed by the Contractor. The COR and OSI shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COTR determine that the Contractor is not complying with the security requirements of this contract the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements. The Contractor shall be responsible for all damage or injuries resulting from the acts or omissions of their employees and/or any subcontractor(s) and their employees to include financial responsibility. AAP Number: 65207 DO/DPAS Rating: NONE COMPUTER AND TELECOMMUNICATIONS SECURITY REQUIREMENTS Security Program Background The DHS has established a department wide IT security program based on the following Executive Orders (EO), public laws, and national policy: Public Law 107-296, Homeland Security Act of 2002. Federal Information Security Management Act (FISMA) of 2002, November 25, 2002. Public Law 104-106, Clinger-Cohen Act of 1996 [formerly, Information Technology Management Reform Act (ITMRA)], February 10, 1996. Privacy Act of 1974, As Amended. 5 United States Code (U.S.C.) 552a, Public Law 93-579, Washington, D.C., July 14, 1987. Executive Order 12829, National Industrial Security Program, January 6, 1993. Executive Order 12958, Classified National Security Information, as amended. Executive Order 12968, Access to Classified Information, August 2, 1995. Executive Order 13231, Critical Infrastructure Protection in the Information Age, October 16, 2001. National Industrial Security Program Operating Manual (NISPOM), February 2001. DHS Sensitive Systems Policy Publication 4300A v2.1, July 26, 2004 DHS National Security Systems Policy Publication 4300B v2.1, July 26, 2004 Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Homeland Security Presidential Directive 7, Critical Infrastructure Identification, Prioritization, and Protection, December 17, 2003. Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources. National Security Directive (NSD) 42, National Policy for the Security of National Security Telecommunications and Information Systems (U), July 5, 1990, CONFIDENTIAL. 5 Code of Federal Regulations (CFR) §2635, Office of Government Ethics, Standards of Ethical Conduct for Employees of the Executive Branch. DHS SCG OS-002 (IT), National Security IT Systems Certification & Accreditation, March 2004. Department of State 12 Foreign Affairs Manual (FAM) 600, Information Security Technology, June 22, 2000. Department of State 12 FAM 500, Information Security, October 1, 1999. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, dated April 3, 1984. Presidential Decision Directive 67, Enduring Constitutional Government and Continuity of Government Operations, dated October 21, 1998. FEMA Federal Preparedness Circular 65, Federal Executive Branch Continuity of Operations (COOP), dated July 26, 1999. FEMA Federal Preparedness Circular 66, Test, Training and Exercise (TT&E) for Continuity of Operations (COOP), dated April 30, 2001. FEMA Federal Preparedness Circular 67, Acquisition of Alternate Facilities for Continuity of Operations, dated April 30, 2001. Title 36 Code of Federal Regulations 1236, Management of Vital Records, revised as of July 1, 2000. National Institute of Standards and Technology (NIST) Special Publications for computer security and FISMA compliance. GENERAL Due to the sensitive nature of USCIS information, the contractor is required to develop and maintain a comprehensive Computer and Telecommunications Security Program to address the integrity, confidentiality, and availability of sensitive but unclassified (SBU) information during collection, storage, transmission, and Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	disposal. The contractor¿s security program shall adhere to the requirements set forth in the DHS Management Directive 4300 IT Systems Security Pub Volume 1 Part A and DHS Management Directive 4300 IT Systems Security Pub Volume I Part B. This shall include conformance with the DHS Sensitive Systems Handbook, DHS Management Directive 11042 Safeguarding Sensitive but Unclassified (For Official Use Only) Information and other DHS or USCIS guidelines and directives regarding information security requirements. The contractor shall establish a working relationship with the USCIS IT Security Office, headed by the Information Systems Security Program Manager (ISSM). IT SYSTEMS SECURITY In accordance with DHS Management Directive 4300.1 Information Technology Systems Security, USCIS Contractors shall ensure that all employees with access to USCIS IT Systems are in compliance with the requirement of this Management Directive. Specifically, all contractor employees with access to USCIS IT Systems meet the requirement for successfully completing the annual Computer Security Awareness Training (CSAT). All contractor employees are required to complete the training within 60-days from the date of entry on duty (EOD) and are required to complete the training yearly thereafter. CSAT can be accessed at the following: http://otcd.uscis.dhs.gov/EDvantage.Default.asp or via remote access from a CD which can be obtained by contacting uscisitsecurity@dhs.gov. IT SECURITY IN THE SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC) The USCIS SDLC Manual documents all system activities required for the development, operation, and disposition of IT security systems. Required systems analysis, deliverables, and security activities are identified in the SDLC manual by lifecycle phase. The contractor shall assist the appropriate USCIS ISSO with development and completion of all SDLC activities and deliverables contained in the SDLC. The SDLC is supplemented with information from DHS and USCIS Policies and procedures as well as the National Institute of Standards Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Special Procedures related to computer security and FISMA compliance. These activities include development of the following documents: Sensitive System Security Plan (SSSP): This is the primary reference that describes system sensitivity, criticality, security controls, policies, and procedures. The SSSP shall be based upon the completion of the DHS FIPS 199 workbook to categorize the system of application and completion of the RMS Questionnaire. The SSSP shall be completed as part of the System or Release Definition Process in the SDLC and shall not be waived or tailored. Privacy Impact Assessment (PIA) and System of Records Notification (SORN). For each new development activity, each incremental system update, or system recertification, a PIA and SORN shall be evaluated. If the system (or modification) triggers a PIA the contractor shall support the development of PIA and SORN as required. The Privacy Act of 1974 requires the PIA and shall be part of the SDLC process performed at either System or Release Definition. Contingency Plan (CP): This plan describes the steps to be taken to ensure that an automated system or facility can be recovered from service disruptions in the event of emergencies and/or disasters. The Contractor shall support annual contingency plan testing and shall provide a Contingency Plan Test Results Report. Security Test and Evaluation (ST&E): This document evaluates each security control and countermeasure to verify operation in the manner intended. Test parameters are established based on results of the RA. An ST&E shall be conducted for each Major Application and each General Support System as part of the certification process. The Contractor shall support this process. Risk Assessment (RA): This document identifies threats and vulnerabilities, assesses the impacts of the threats, evaluates in-place countermeasures, and identifies additional countermeasures necessary to ensure an acceptable level of security. The RA shall be completed after completing the NIST 800-53 evaluation, Contingency Plan Testing, and the ST&E. Identified weakness shall be documented in a Plan of Action and Milestone (POA&M) in the USCIS Trusted Agent FISMA (TAF) tool. Each POA&M entry Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shall identify the cost of mitigating the weakness and the schedule for mitigating the weakness, as well as a POC for the mitigation efforts. Certification and Accreditation (C&A): This program establishes the extent to which a particular design and implementation of an automated system and the facilities housing that system meet a specified set of security requirements, based on the RA of security features and other technical requirements (certification), and the management authorization and approval of a system to process sensitive but unclassified information (accreditation). As appropriate the Contractor shall be granted access to the USCIS TAF and Risk Management System (RMS) tools to support C&A and its annual assessment requirements. Annual assessment activities shall include completion of the NIST 800-26 Self Assessment in TAF, annual review of user accounts, and annual review of the FIPS categorization. C&A status shall be reviewed for each incremental system update and a new full C&A process completed when a major system revision is anticipated. SECURITY ASSURANCES DHS Management Directives 4300 requires compliance with standards set forth by NIST, for evaluating computer systems used for processing SBU information. The Contractor shall ensure that requirements are allocated in the functional requirements and system design documents to security requirements are based on the DHS policy, NIST standards and applicable legislation and regulatory requirements. Systems shall offer the following visible security features: User Identification and Authentication (I&A), I&A is the process of telling a system the identity of a subject (for example, a user) (I) and providing that the subject is who it claims to be (A). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development. Discretionary Access Control (DAC), DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure. Object Reuse, Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation. Audit, DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT Security Office on a monthly basis, identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity. Banner Pages, DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications. DATA SECURITY SBU systems shall be protected from unauthorized access, modification, and denial of service. The Contractor shall ensure that all aspects of data security requirements (i.e., confidentiality, integrity, and availability) are included in the functional requirements and system design, and ensure that they meet the minimum requirements as set forth in the DHS Sensitive Systems Handbook and USCIS policies and procedures. These requirements include: Integrity, The computer systems used for processing SBU shall have data integrity controls Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	to ensure that data is not modified (intentionally or unintentionally) or repudiated by either the sender or the receiver of the information. A risk analysis and vulnerability assessment shall be performed to determine what type of data integrity controls (e.g., cyclical redundancy checks, message authentication codes, security hash functions, and digital signatures, etc.) shall be used. Confidentiality, Controls shall be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment shall be performed to determine if threats to the SBU exist. If it exists, data encryption shall be used to mitigate such threats. Availability, Controls shall be included to ensure that the system is continuously working and all services are fully available within a timeframe commensurate with the availability needs of the user community and the criticality of the information processed. Data Labeling, The contractor shall ensure that documents and media are labeled consistent with the DHS Sensitive Systems Handbook.				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00016	See Block 16C		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-J-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE [redacted] (b)(4) FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Decrease: -$12,000.00

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
X	FAR 52.243-2 Changes- Cost-Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to deobligate unused funds from the Option 1 CLIN 1011 Travel - ODC.

As a result of this modification, the total amount obligated of [redacted] for this order is hereby reduced by $12,000.00 for a new total obligated amount of [redacted]

(b)(4)

AAP Number: 65207 DO/DPAS Rating: NONE

Change Item 1011 to read as follows(amount shown is the obligated amount):

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR/OFFEROR (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted]	09/06/2013	Donata Sikon-Amato D. Sikon-Amato (Signature of Contracting Officer)	9/6/13

(b)(4) (b)(6)

16B. UNITED STATES OF AMERICA

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

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00026	2	2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
1011	Travel - ODC with the NTE ceiling of [redacted] Fully Funded Obligation Amount: [redacted] (b)(4) Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: -$12,000.00				-12,000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 of 6

2 AMENDMENT/MODIFICATION NO.	3 EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO (If applicable)
P00027	09/26/2013	OIT130018A	

6 ISSUED BY CODE: CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7 ADMINISTERED BY (If other than Item 6) CODE:

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
ITLSSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-21-13-00 000000 Net increase: $12,000.00

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
X	FAR 52.243-2 Changes- Cost-Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to:

a)Realign Base Period funds to allow the Contractor to bill incurred cost and fee for such SLINs as: CLAIMS 3, CLAIMS 4, BMC Remedy, and SODA. This realignment is at no cost.

b)Add funding in amount of $12,000.00 to the Base period CLIN 0011 Travel/ODC.

(b)(4)

c)Correct modification P00024 typo related to SLIN 2008AF MIDAS to state: Obligated Cost [redacted] Fixed Fee [redacted] (a total obligated amount o[redacted] (b)(4)

d)Include a value of Optional Surge CLIN 2010: Total Estimated Cost [redacted] Fixed

Continued ...

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

[redacted]

15B.	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
Commercial Management		Donata Sikon-Amato	
	09/27/2013	16B. UNITED STATES OF AMERICA: Donata Sikon-Amato (Signature of Contracting Officer)	9/27/2013

Previous edition unusable

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

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Fee: [redacted] (b)(4) e)Clarify language of the IUS requirement. Changed pages with a corrected IUS language are included in this modification (SOW Section 8.1, page 50; Appendix 3, page 127). As a result of this modification the total amount obligated of [redacted] for this order is hereby increased by $12,000.00 for a new total obligated amount of [redacted] (b)(4) AAP Number: 65207 DO/DPAS Rating: NONE Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Change Item 0001AB to read as follows(amount shown is the obligated amount):				(b)(4) [redacted]
0001AB	Customer Profile Management System (CPMS) Cost: [redacted] Fee: [redacted] Fully Funded Obligation Amount: [redacted] (b)(4) Delivery: 365 Days After Award Change Item 0003AA to read as follows(amount shown is the obligated amount):				
0003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Cost: [redacted] Fee: [redacted] Fully Funded Obligation Amount: [redacted] (b)(4) Delivery: 365 Days After Award Change Item 0003AB to read as follows(amount shown is the obligated amount):				0.00
0003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Cost: [redacted] Fee: [redacted] Fully Funded Obligation Amount: [redacted] (b)(4) Continued ...				0.00

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Delivery: 365 Days After Award Change Item 0007AC to read as follows(amount shown is the obligated amount): (b)(4)				(b)(4)
0007AC	BMC Remedy Cost: [redacted] Fee: [redacted] Delivery: 365 Days After Award Change Item 0008AH to read as follows(amount shown is the obligated amount):				[redacted]
0008AH	(b)(4) Scan on Demand Application (SODA) Cost: [redacted] Fee: [redacted] Fully Funded Obligation Amount [redacted] Delivery: 365 Days After Award Change Item 0011 to read as follows(amount shown is the obligated amount): (b)(4)				
0011	Travel - NTE / ODC Fully Funded Obligation Amount [redacted] Delivery: 365 Days After Award Change Item 2008AF to read as follows(amount shown is the obligated amount):				12,000.00
2008AF	Microfilm Digitization Application System (MiDAS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Delivery: 08/14/2013 Change Item 2010 to read as follows(amount shown is the obligated amount):				0.00
2010	Optional Surge CLIN - Option Period 2 (10% Increase for Surge) Total Est Cost: [redacted] Fixed Fee: Continued ... (b)(4)				0.00

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
(b)(4)	[redacted]				
	Amount: [redacted] Option Line Item)				

- Software and hardware acquisition and renewal status – when needed or expired (3 months out), when requested and when received per application
- Security POA&M status
- Annual C&A status

The Contractor shall make every attempt to present required information in as concise a manner as possible, minimizing the number of pages devoted to each application, and utilizing as much available space on a single page as possible. The Government provided a draft template (Attachment A) which will be finalized following award which will include a discussion with the contractor to solicit their suggested improvement. The Government reserves the right to change that format at the beginning of each option year, if needed; however, the contractor is encouraged to provide the Government feedback regarding the sample reporting requirement provided in Attachment A.

8.2 Deliverables Schedule

In addition to the deliverable requirements indicated in Table 1: SOW Deliverables, each maintenance release of the applications within the scope of this SOW may be required to submit additional documentation in accordance with USCIS SELC and the Project Tailoring Plan. The USCIS SELC documents noted here are the most common, but the Contractor shall be familiar with and be prepared to deliver other documents that relate to maintenance releases. The cover sheets must state the application name, release number, date, the organization for which the document was produced (currently, USCIS/OIT/Systems Engineering Division), as well as the Contractor name and contract number.

Section	Deliverable	Due Dates
General Task Order Requirements	Kick Off Meeting	No later than 10 business days after Task Order award
Task One: Contractor Program Management		
4.1 Task One: Contractor Program Management	Monthly and weekly status meetings and ad hoc meetings as required	Weekly
4.1.1 Government Furnished Property (GFP) Tracking	A method for tracking application GFP (along with the GFP inventory data) on a 24x7 basis that is searchable on data fields	A Government-accepted method shall be in place within 5 months of contract award.
4.1.2 Program Research and Analysis	Research and analysis reports and briefings	Quarterly
4.1.3 Establish and Maintain Maintenance Environment	Maintenance environment (lab) at the Contractor site	Within three months of contract award

(2) Contractor-developed software refers to software that a federal entity is paying a contractor to design, program, install, and implement, including new software and the modification of existing or purchased software.

3. **Reporting:** All applicable costs for software application under the specific activities listed in section 5 below that are in **the software development stage** shall be tracked, reported and documented by each applicable release so that an OIT determination can be made if the asset meets IUS criteria. USCIS has determined that the best method for identifying IUS candidates is through monthly collection of contractor cost data for all releases in the development phase.

4. **Invoicing and Reporting**: The contractor shall identify, capture, log, track and report the costs of IUS associated with **each specific release** under this project. The costs provided, after OIT's determination on whether or not the release meets the capitalization criteria will support OIT's reporting of costs incurred for the release. Costs considered part of IUS activities include systems administration, systems engineering, and program management. The invoice must contain the total cost, **itemized by release and** include the total sum of all applicable IUS activities. At the contractor's discretion, this information may be submitted, either as an attachment or as an itemized line item within the monthly invoices.

5. **Capitalized costs to be reported:** The following activities within the development lifecycle have been identified as IUS reportable costs by the USCIS Management Directive No. 128-001:

i. Design:

a. System Design: Design System, Update System Test Plan, Update Security Test Plan, Update Project Plan, Update Business Case, Conduct Critical Design Review and Issue Memo
b. Design of chosen path, including software configuration and software interfaces

ii. Programming/Construction:

a. Establish Development Environment, Create or Modify Programs, Conduct Unit & Integration Testing, Develop Operator's Manual, Update Project Plan, Update Business Case, Migration Turnover/Test Readiness Review, Prepare Turnover Package, Develop Test Plans,

Migration Turnover/Issue Test Readiness Memo

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
P00028	11/08/2013	Not a funding action	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY *(If other than Item 6)* CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED *(SEE ITEM 13)*
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

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

CHECK ONE	
X	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. FAR 52.243-2 Changes- Cost-Reimbursement
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to suspend work on SLIN 2001AB.1 Customer Profile Management System (CPMS) TPO effective November 12, 2013.
Do not incur any additional cost to SLIN 2001AB.1 CPMS TPO beyond the above date. USCIS Contracting Office will notify when to resume work on SLIN 2001AB.1 CPMS TPO.

As a result of this modification the total amount obligated of [redacted] (b)(4) remains unchanged. All other terms and conditions remain unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE

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

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato *(Signature of Contracting Officer)*	11/8/2013

NSN 7540-01-152-8070
Previous edition unusable

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00029	12/06/2013	Multiple	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $27,178,203.81
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.232-22 Limitation of Funds; FAR 43.103(b) Types of contract modifications-Unilateral

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to:

1. add incremental funding to the SPAS task order. A total cost and fee is listed under each SLIN,
2. resume work on SLIN 2001AB.1 Customer Profile Management System (CPMS).

(b)(4)

As a result of this modification, the total amount obligated of [redacted] is increased by $27,178,203.81 for a total of [redacted] All other terms and conditions remain unchanged.

AAP Number: 65207 DO/DPAS Rating: NONE

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Vernon Hadley	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	12-6-2013

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Delivery: 08/14/2013 Change Item 2001AA.1 to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2001AA.1	Biometrics Benefits Report System (BBSS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AB.1 to read as follows(amount shown is the total amount):				
2001AB.1	Customer Profile Management System (CPMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2002AA to read as follows(amount shown is the total amount):				
2002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2002AB to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2002AB	Customer Management Information System (CMIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCMIS0 000 EX 20-04-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCMIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2002AC to read as follows(amount shown is the total amount):				
2002AC	National Customer Service Center (NCSC) Siebel Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AA to read as follows(amount shown is the total amount):				
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] Fixed Fee: Continued ... (b)(4)				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AA.1 to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2003AA.1	Computer-Linked Application Information Management System 3 (CLAIMS 3) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ENTPRNT OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ENTPRNT OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AB to read as follows(amount shown is the total amount):				
2003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4)				
	Change Item 2003AC to read as follows(amount shown is the total amount):				(b)(4) [redacted]
	(b)(4)				
2003AC	FD 258 Mainframe Fingerprint Tracking System Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITFTS00 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2003AD to read as follows(amount shown is the total amount):				
2003AD	Interim Case Management Solution (ICMS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2003AE to read as follows(amount shown is the total amount):				
	(b)(4)				
2003AE	InfoPass Total Est Cost: [redacted] Fixed Fee [redacted] Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITINFO0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2004AA to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: FEFDNDS 000 EX 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded [redacted] (b)(4) Accounting Info: HPFDNDS 000 HP 20-01-00-000 24-10-0000-00-00-00-00 GE-25-14-00 000000 Funded: [redacted] (b)(4) Change Item 2005AA to read as follows(amount shown is the total amount):				
2005AA	(b)(4) Electronic Filing (E-Filing) Total Est Cost: [redacted] Fixed Fee [redacted] Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2005AA.1 to read as follows(amount shown is the total amount):				

Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2005AA.	Electronic Filing (E-Filing) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2005AB to read as follows(amount shown is the total amount):				[redacted] (b)(4)
2005AB	Integrated Card Production System (ICPS) Total Est Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2006AA to read as follows(amount shown is the total amount):				
2006AA	Customer Service Web Portal (CSWP) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007AC to read as follows(amount shown is the total amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2007AC	(b)(4) Remedy Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007AE to read as follows(amount shown is the total amount):			(b)(4)	[redacted]
2007AE	National Appointment Scheduling System (NASS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AA to read as follows(amount shown is the total amount):				
2008AA	Alien Change of Address Card (AR-11) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAR110 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Continued ...				

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2008AA.1 to read as follows(amount shown is the total amount):				(b)(4)
2008AA.1	Alien Change of Address Card (AR-11) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AB to read as follows(amount shown is the total amount):				
2008AB	Central Index System (CIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AB.1 to read as follows(amount shown is the total amount): (b)(4)				
2008AB.1	Central Index System (CIS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2008AC to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2008AC	Enterprise Document Management System (EDMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AD to read as follows(amount shown is the total amount):				
2008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost [redacted] Fixed Fee [redacted] (b)(4) Accounting Info: ITERRD0 000 EX 20-04-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITERRD0 000 EX 20-04-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AE to read as follows(amount shown is the total amount):				
2008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost [redacted] Fixed Fee: [redacted] Obligated Cost [redacted]; Fixed Fee: [redacted] (b)(4) Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AF to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2008AF	Microfilm Digitization Application System (MiDAS) Total Est Cost [redacted] Fixed Fee: [redacted] Obligated Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AG to read as follows(amount shown is the total amount):				
2008AG	National File Tracking System (NFTS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AH to read as follows(amount shown is the total amount):				
2008AH	Scan on Demand Application (SODA) Total Est Cost: [redacted] Fixed Fee: Continued ... (b)(4)				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2009AA to read as follows(amount shown is the total amount):				(b)(4)
2009AA	Asylum Pre-Screening System (APSS) Total Est Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2009AB to read as follows(amount shown is the total amount):				[redacted]
2009AB	Refugees, Asylum and Parole System (RAPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Obligated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: ITRAPS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00029	13	13

NAME OF OFFEROR OR CONTRACTOR

COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00030	12/27/2013	TFM140031	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $900,217.00
NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.232-22 Limitation of Funds

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

14. DESCRIPTION OF [redacted] (b)(4) (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: [redacted]

The purpose of this modification is to add incremental funding to the NASS SLIN2007AE in an amount of $900,217.00. As a result, the total obligated cost of NASS SLIN2007AE is [redacted] (b)(4) and a total obligated fixed fee is [redacted] (b)(4)

As a result of this modification, the amount obligated against the task order of [redacted] is increased by $900,217.00 for the total amount obligated of [redacted] All other terms and conditions remain unchanged.

AAP Number: 65207 DO/DPAS Rating: NONE
Delivery: 08/14/2013

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Donata Sikon-Amato

15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato (Signature of Contracting Officer)	12/27/2013

NSN 7540-01-152-8070
Previous edition unusable

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

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00030	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2007AE to read as follows(amount shown is the total amount):				(b)(4)
2007AE	National Appointment Scheduling System (NASS) TPO Total Est Cost: [redacted] Fixed Fee: (b)(4) [redacted] Fixed Fee: [redacted]				[redacted]

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00031	12/27/2013	Not a funding action	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE	[redacted] (b)(4)	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to update the task order Statement of Work, Section 11 Contract Personnel, Table 3 with current approved Key Personnel names, and update HSAR Clause 3052.215-70 Key Personnel or Facilities (DEC 2003). Applicable SOW pages with names of Key Personnel are included with this modification.

This is not a funding action. As a result of this modification, the amount obligated against the task order o[redacted] remains unchanged.
AAP Number: 65207 DO/DPAS Rating: NONE

(b)(4)

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

15A. NAME AND TITLE OF CONTRACTOR/OFFEROR (Type or print)	15B. SIGNATURE	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
[redacted]	[redacted]	12/30/13	Donata Sikon-Amato	Donata Sikon-Amato (Signature of Contracting Officer)	01/02/2014

(b)(6) (b)(4)

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

EVM Manager **Gerald Gustafson**	Overall authority over the EVM reporting. The EVM Manager shall possess at a minimum: Project Management Professional (PMP) and EVM-specific education and training.

Table 3: Key Personnel

12. Hours of Operation

Normal duty hours for the Government are from 8am to 5pm, Monday through Friday, excluding Federal Government holidays. Individual contractors are authorized to bill no more than 40 hours per week. Overtime is not authorized unless advance written permission has been granted by the COR. In some cases, such as during release deployments or while staffing tier 2 and 3 service desk support, the Contractor shall be required to perform contract-related tasks outside of normal duty hours. The Government encourages the Contractor to manage the hours in which staff operates so that service is provided when required, yet does not exceed 80 hours in a 2-week pay period.

13. Workload Data – Information for Vendors

This section provides guidance to vendors responding to the SPAS Request for Proposal.

The DHS Systems Engineering Lifecycle (SELC) Needs and Solutions Engineering Phases apply to new investments. Applications within the scope of SPAS are in the O&M Phase. The DHS SELC lacks significant mention of application requirements in the O&M Phase, especially those that are still subject to corrective, adaptive, and relevance maintenance requirements. Since these types of maintenance actions result in changes to the code baseline, application project teams are asked to conform to the USCIS SELC (a derivative of DHS SELC), and attend gate reviews and supply documentation that closely aligns with DHS SELC. Since the gate review and documentation requirements differ at each release, depending on the change scope, certain assumptions are needed for estimating purposes. The table below provides estimating guidance for determining the level of effort needed for attending gate reviews and creating USCIS SELC documentation per release type. A major release may be labeled as an X.0 release by change management. A moderate release may be labels as an X.x (where x = 1-n) release by change management (often referred to as a minor release be change management). A minor release may be a critical release that fixes a known defect, or a table release, such as a X.x.x or X.x_t release. In some instance a new document is required, while in others, an existing document should be updated. Since all of the applications in SPAS are in the O&M phase, it is assumed that a library of documents exists from which updates can be made, as needed.

Document	Major (X.0)	Moderate (X.x)	Minor (X.x.x or system_yearXt)
Project Tailoring Plan (PTP)	New	New	
Project Schedule	New	New	

- MCSA (Microsoft Certified System Administrator) on the Windows 2003 Operating System
- Microsoft Certified Trainer
- SCSECA (Sun Certified Security Administrator)
- CCNA (Cisco Certified Network Associate)
- CCIE (Cisco Certified Inter-network Expert)
- CCEA (Citrix Certified Enterprise Administrator)
- HDI (Service Desk Institute Certified Analyst)
- Certified Information System Auditor (CISA) certification
- Project Manager Professional (PMP) certification
- CISSP (Certified Information System Security Professional)
- SCSA (Sun Certified Systems Administrator)
- MCITP (Microsoft Certified Information Technology Professional)
- ISSMP (Information System Security Management Prof.)
- CISM (Certified Information Security Manager)
- Information Technology Infrastructure Library (ITIL) Foundation
- ITIL Practitioner/ Service Manager

The Contractor shall identify four (4) key personnel and provide statements of qualifications for these personnel. Prior to removing, replacing, or diverting any of the key personnel, the Contractor shall notify the Contracting Officer and the Contracting Officer's Representative (COR) reasonably in advance (but not less than 30 days) and shall submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversions in key personnel without the prior written consent of the Contracting Officer.

(b)(4)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00032	01/28/2014	CISOIT14124	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $4,723,360.88
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43 103(b)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	FAR 52.232-22 Limitation of Funds

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

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

DUNS Number [redacted] (b)(4)
The purpose of this modification is to add incremental funding to the SPAS task order. A total cost and fee is listed under each SLIN funded via this modification.

As a result of this modification, the total amount obligated against the task order of [redacted] (b)(4) increased by $4,723,360.88 for a total of [redacted] (b)(4)
AAP Number: 65207 DO/DPAS Rating: NONE
Delivery: 08/14/2013

Change Item 2001AA to read as follows(amount shown is the total amount):
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato (Signature of Contracting Officer)	01/28/2014

NSN 7540-01-152-8070
Previous edition unusable

STANDARD FORM 30 (REV 10-83)
Prescribed by GSA
FAR (48 CFR) 53 243

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F) (b)(4)
2001AA	Biometrics Benefits Report System (BBSS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AC to read as follows(amount shown is the total amount):				[redacted]
2001AC	Employment Applicant Submissions System (EASS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AF to read as follows(amount shown is the total amount):				
2001AF	Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2001AG to read as follows(amount shown is the total amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(b)(4)				(b)(4)
2001AG	Site Profile System (SPS) Total Est Cost: [redacted] Fixed Fee [redacted] Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2002AA to read as follows(amount shown is the total amount):				
2002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded [redacted] (b)(4) Change Item 2002AB to read as follows(amount shown is the total amount):				
2002AB	Customer Management Information System (CMIS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITCMIS0 000 EX 20-04-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCMIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCMIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AA to read as follows (amount shown is the total amount):				(b)(4) [redacted]
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2003AC to read as follows (amount shown is the total amount):				
2003AC	FD 258 Mainframe Fingerprint Tracking System Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITFTS00 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITFTS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2007AC to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2007AC	Remedy Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4)				
	Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AB to read as follows(amount shown is the total amount):				
2008AB	Central Index System (CIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4)				
	Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				
	Change Item 2008AE to read as follows(amount shown is the total amount): Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AH to read as follows(amount shown is the total amount):				[redacted] (b)(4)
2008AH	Scan on Demand Application (SODA) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2009AB to read as follows(amount shown is the total amount):				
2009AB	Refugees, Asylum and Parole System (RAPS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00032	PAGE 7	OF 7

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITRAPS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
P00033	02/06/2014	CISOIT14157	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY *(If other than Item 6)* CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED *(SEE ITEM 13)*
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA *(If required)* Net Increase: $566,600.10
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER *(Specify type of modification and authority)* FAR 52.232-22 Limitation of Funds; 43.103 (b) Types of contract modifications - unilateral

E. IMPORTANT: Contractor ☒ is not ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number [redacted] (b)(4)
The purpose of this modification is to add incremental funding to the SPAS task order, SLIN 2002AA CRIS. A total cost and fee is listed under the SLIN.

As a result of this modification, the total amount obligated against the task order of [redacted] (b)(4) increased by $566,600.10 for a total of [redacted] (b)(4)
AAP Number: 65207 DO/DPAS Rating: NONE
Delivery: 08/14/2013

Change Item 2002AA to read as follows(amount shown is the total amount):
Continued ...

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

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato *(Signature of Contracting Officer)*	2/6/14

NSN 7540-01-152-8070
Previous edition unusable

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

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00033	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-02-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $566,600.10				[redacted] (b)(4)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 | 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00034	04/01/2014		

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

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

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)

The purpose of this unilateral no cost modification is to notify Computer Sciences Corp. that all invoices must be submitted to the Invoice Consolidation mailbox (USCISInvoice.Consolidation@ice.dhs.gov) effective April 1, 2014. Invoicing instructions are included below:

INVOICING INSTRUCTIONS

(a) In accordance with FAR Part 32.905, all invoices submitted to USCIS for payment shall include the following:

(1) Name and address of the contractor.

(2) Invoice date and invoice number.

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato (Signature of Contracting Officer)	03/12/2014

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(3) Contract number or other authorization for supplies delivered or services performed (including order number and contract line item number). (4) Description, quantity, unit of measure, period of performance, unit price, and extended price of supplies delivered or services performed. (5) Shipping and payment terms. (6) Name and address of contractor official to whom payment is to be sent. (7) Name (where practicable), title, phone number, and mailing Address of person to notify in the event of a defective invoice. (8) Taxpayer Identification Number (TIN). (b) Invoices not meeting these requirements will be rejected and not paid until a corrected invoice meeting the requirements is received. (c) USCIS' preferred method for invoice submission is electronically. Invoices shall be submitted in Adobe pdf format with each pdf file containing only one invoice. The pdf files shall be submitted electronically to USCISInvoice.Consolidation@ice.dhs.gov with each email conforming to a size limit of 500 KB. (d) If a paper invoice is submitted, mail the invoice to: USCIS Invoice Consolidation PO Box 1000 (b)(4) Williston, VT 05495 The total amount obligated of [redacted] remains unchanged for this order. AAP Number: 65207 DO/DPAS Rating: NONE				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00035	03/17/2014	TFM140054	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $1,854,700.17
NASS000 OIT EX 20-05-00-000 20-00-0000-00-00-00-00 GE-25-86-00 000000

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) 52.232-22 Limitation of Funds

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)
The purpose of this modification is to add incremental funding to the SPAS task order, SLIN 2007AE NASS. A total cost and fee is listed under the SLIN which is as of this modification fully funded.

(b)(4)
As a result of this modification, the total amount obligated against the task order of [redacted] increased by $1,854,700.17 for a total of [redacted]
(b)(4)
AAP Number: 65207 DO/DPAS Rating: NONE
Delivery: 08/14/2013

Change Item 2007AE to read as follows(amount
Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Donata Sikon-Amato	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Donata Sikon-Amato (Signature of Contracting Officer)	3/17/2014

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00035	PAGE 2	OF 2

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	shown is the total amount):				
2007AE	National Appointment Scheduling System (NASS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4)				[redacted] (b)(4)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 of 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00036	See Block 16C		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE [redacted] (b)(4) FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Decrease: -$.44
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-2 Changes-Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this bilateral modification is to reduce CIS SLIN 2008AB by [redacted] hours in amount of [redacted] and increase NFTS SLIN 2008AG by [redacted] hours in amount of [redacted] (b)(4) As a result the current order is reduced by $0.44.

(b)(4)

CIS effort was reduced by one major and two moderate releases during Option 2 (Total releases: Major 1, Moderate 4, Minor 4).

NFTS effort was increased by one major and two moderate releases during Option 2 (Total releases: Major 2, Moderate 4, Minor 3).

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR (Type or print)	15B.	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
[redacted] Manager Contracts		4/7/14	Donata Sikon-Amato	Donata Sikon-Amato (Signature of Contracting Officer)	4/11/14

(b)(4) (b)(6)

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	As a result of this modification, the total amount obligated against the task order of [redacted] is reduced by $0.44 for a new total of [redacted] (b)(4) AAP Number: 65207 DO/DPAS Rating: NONE Change Item 2008AB to read as follows(amount shown is the total amount):				(b)(4)
2008AB	Central Index System (CIS) Total Est Cost: [redacted] xed Fee: [redacted] Obligated Cost: [redacted] xed Fee: [redacted] (b)(4) Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2008AG to read as follows(amount shown is the total amount):				[redacted]
2008AG	National File Tracking System (NFTS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00036	PAGE 3	OF 3

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00037	04/18/2014	CISOIT14255	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516	(x)	9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED (SEE ITEM 13) 08/05/2011

CODE	(b)(4)	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $1,019,702.31
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes-Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this bilateral modification is to:

1. add [redacted] labor hours to BBSS SLIN 2001AA priced: cost [redacted] (b)(4)
(total [redacted]
2. add [redacted] labor hours to CPMS SLIN 2001AB priced: cost [redacted]
(total [redacted] (b)(4)

BBSS effort is increased by two moderate and one minor release during Option 2 (Total releases: Major 0, Moderate 2, Minor 5).

CPMS effort is increased by one major, two moderate and one minor release during Option 2

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR (Type or print)	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted] Manager Contracts	4/22/14	Donata Sikon-Amato	
		16B. UNITED STATES OF AMERICA Donata Sikon-Amato (Signature of Contracting Officer)	4/28/14

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(Total releases: Major 1, Moderate 3, Minor 7). As a result of this modification, the total amount obligated against the task order of [redacted] s increased by $1,019,702.31 for a new total of [redacted] (b)(4) AAP Number: 65207 DO/DPAS Rating: NONE Delivery: 08/14/2013 Change Item 2001AA to read as follows(amount shown is the total amount):				(b)(4)
2001AA	Biometrics Benefits Report System (BBSS) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-14-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2001AB to read as follows(amount shown is the total amount):				[redacted]
2001AB	Customer Profile Management System (CPMS) Total Est Cost: [redacted] ixed Fee: [redacted] (b)(4) Accounting Info: ITCPMS0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 10

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00038	06/09/2014	Multiple	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(x)	9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
(b)(4)		10B. DATED (SEE ITEM 13) 08/05/2011
CODE [redacted] FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $1,526,371.23
Multiple

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes-Cost Reimbursement; FAR 52.232-22 Limitation of Funds
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number [redacted] (b)(4)

The purpose of this bilateral modification is to:

1. Re-align SLINs in accordance with CSC proposal dated May 15, 2014. The purpose of this re-alignment is to effectively meet current needs of the Task Order.

2. Add new funds to SAS SLIN 2007AB to continue the same level of support within the same scope until the end of Option 2 (August 13, 2014) in accordance with CSC proposal dated May 20, 2014. [redacted] labor hours are added, priced: cost [redacted] fee [redacted] total [redacted] This SLIN is also part of the re-alignment of funds.

(b)(4) (b)(4)

Continued ...

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

15A. NAME AND TITLE OF CONTRACTOR/OFFEROR (Type or print)	15B. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
[redacted]	6/9/15	Vernon Hadley Contracting Officer	6/9/2015
		16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	

Previous edition unusable

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	3. Add new funds to EDMS SLIN 2008AC to continue the same level of support within the same scope until the end of Option 2 (August 13, 2014) in accordance with CSC proposal dated May 20, 2014. [redacted] labor hours are added, priced: cost [redacted] fee [redacted] (b)(4) EDMS total effort is increased by one major, one moderate and one minor release during Option 2 (Total releases: Major 3, Moderate 3, Minor 1). This SLIN is also part of the re-alignment of funds.				
	4. Add new funds to FDNS SLIN 2004AA to continue the same level of support within the same scope until the end of Option 2 (August 13, 2014) in accordance with CSC proposal dated May 20, 2014. [redacted] labor hours are added, priced: cost [redacted] fee [redacted] (b)(4) FDNS total effort is increased by one moderate and four minor release during Option 2 (Total releases: Major 0, Moderate 1, Minor 14).				
	5. Add new funds to CPMS SLIN 2001AB to continue the same level of support within the same scope until the end of Option 2 (August 13, 2014) in accordance with CSC proposal dated May 20, 2014. [redacted] labor hours are added, priced: cost [redacted] fee [redacted] (b)(4) [redacted]fort is increased by two minor release during Option 2 (Total releases: Major 1, Moderate 3, Minor 9).				
	As a result of this modification, the total amount obligated against the task order is increased by [redacted] from [redacted] to [redacted] (b)(4) AAP Number: 65207 DO/DPAS Rating: NONE CHANGES FOR LINE ITEM NUMBER: 2001AB Description changed from Customer Profile Management System (CPMS) Total Est Cost: [redacted] Fixed Fee: [redacted] to Customer Profile Management System (CPMS) (b)(4) Total Est Cost: [redacted] Fixed Fee: [redacted] (b)(4) Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	CHANGES FOR LINE ITEM NUMBER: 2001AF Description changed from Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost: [redacted] Fixed Fee: [redacted] to Scheduling and Notification of Applicants for Processing (SNAP) (b)(4) Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2001AG Description changed from Site Profile System (SPS) (b)(4) Total Est Cost: [redacted] Fixed Fee: [redacted] to Site Profile System (SPS) Total Est Cost: [redacted] Fixed Fee [redacted] Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2002AA Description changed from Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee: [redacted] to Customer Relationship Interface System (CRIS) (b)(4) Total Est Cost [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2002AC Description changed from National Customer Service Center (NCSC) Siebel Total Est Cost: [redacted] Fixed Fee: [redacted] to National Customer Service Center (NCSC) Siebel Total Est Cost [redacted] Fixed Fee: (b)(4) [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2003AA Description changed from Computer-Linked Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] Fixed Fee: [redacted] Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost: [redacted] Fixed Fee: [redacted]				
(b)(4)	Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2003AB Description changed from Computer-Linked Application Information Management System 4 (CLAIMS 4)				
(b)(4)	Total Est Cost: [redacted] Fixed Fee: [redacted] to Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost [redacted] Fixed Fee: [redacted]				
	Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2003AD Description changed from Interim Case Management Solution (ICMS)				
(b)(4)	Total Est Cost: [redacted] Fixed Fee: [redacted] to Interim Case Management Solution (ICMS) Total Est Cost: [redacted] Fixed Fee [redacted]				
	Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2003AE Description changed from InfoPass				
(b)(4)	Total Est Cost: [redacted] Fixed Fee: [redacted] to InfoPass Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Total Amount changed from [redacted] Obligated Amount for this modification [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2004AA				
(b)(4)	Description changed from Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost [redacted] ixed Fee:				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] to Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
(b)(4)	CHANGES FOR LINE ITEM NUMBER: 2006AA Description changed from Customer Service Web Portal (CSWP) Total Est Cost: [redacted] Fixed Fee: [redacted] to Customer Service Web Portal (CSWP) Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
(b)(4)	CHANGES FOR LINE ITEM NUMBER: 2007AB Description changed from SAS Total Est Cost: [redacted] Fixed Fee: [redacted] to SAS Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
(b)(4)	CHANGES FOR LINE ITEM NUMBER: 2007AC Description changed from Remedy Total Est Cost: [redacted] Fixed Fee: [redacted] to Remedy Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
(b)(4)	CHANGES FOR LINE ITEM NUMBER: 2008AB Description changed from Central Index System (CIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted] to Central Index System (CIS) Total Est Cost: [redacted] Fixed Fee: [redacted] Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	[redacted] Obligated Cost: [redacted] Fixed Fee: [redacted]				
(b)(4)	Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2008AC Description changed from Enterprise Document Management System (EDMS) TPO Total Est Cost: [redacted] Fixed Fee:				
(b)(4)	[redacted] to Enterprise Document Management System (EDMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2008AD Description changed from Electronic Reading Room Document Preparing Project (ERRDPP)				
(b)(4)	Total Est Cost [redacted] Fixed Fee [redacted] to Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost: [redacted] Fixed Fee [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2008AE Description changed from Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS)				
(b)(4)	Total Est Cost: [redacted] Fixed Fee: [redacted] to Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost: [redacted] Fixed Fee: [redacted] Total Amount changed from [redacted] Obligated Amount for this modification: [redacted]				
	CHANGES FOR LINE ITEM NUMBER: 2008AH Description changed from Scan on Demand Application (SODA)				
(b)(4)	Total Est Cost [redacted] Fixed Fee: [redacted] to Scan on Demand Application (SODA)				

Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total Est Cost [redacted] Fixed Fee: [redacted]				
(b)(4)	Total Amount changed from [redacted] to [redacted] Obligated Amount for this modification: [redacted]				(b)(4) [redacted]
	Change Item 2001AB to read as follows(amount shown is the total amount):				
2001AB	Customer Profile Management System (CPMS) Total Est Cost [redacted] Fixed Fee:				
(b)(4)	[redacted]				
	Change Item 2001AF to read as follows(amount shown is the total amount):				
2001AF	Scheduling and Notification of Applicants for Processing (SNAP) Total Est Cost: [redacted] Fixed Fee: [redacted]				
(b)(4)					
	Change Item 2001AG to read as follows(amount shown is the total amount):				
2001AG	Site Profile System (SPS) Total Est Cost: [redacted] Fixed Fee: [redacted]				
(b)(4)					
	Change Item 2002AA to read as follows(amount shown is the total amount):				
2002AA	Customer Relationship Interface System (CRIS) Total Est Cost: [redacted] Fixed Fee:				
(b)(4)	[redacted]				
	Change Item 2002AC to read as follows(amount shown is the total amount):				
2002AC	National Customer Service Center (NCSC) Siebel Total Est Cost: [redacted] Fixed Fee:				
(b)(4)	[redacted]				
	Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2003AA to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Est Cost [redacted] Fixed Fee: [redacted]				
	Change Item 2003AB to read as follows(amount shown is the total amount):				
2003AB	Computer-Linked Application Information Management System 4 (CLAIMS 4) Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2003AD to read as follows(amount shown is the total amount):				
2003AD	Interim Case Management Solution (ICMS) Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2003AE to read as follows(amount shown is the total amount):				
2003AE	InfoPass Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2004AA to read as follows(amount shown is the total amount):				
2004AA	Fraud Detection and National Security Data System (FDNS-DS) Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2006AA to read as follows(amount shown is the total amount):				

Continued ...

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
2006AA	Customer Service Web Portal (CSWP) Total Est Cost: [redacted] Fixed Fee: [redacted]				(b)(4) [redacted]
	Change Item 2007AB to read as follows(amount shown is the total amount):				
2007AB	SAS Total Est Cost [redacted] Fixed Fee [redacted]				
	Change Item 2007AC to read as follows(amount shown is the total amount):				
2007AC	Remedy Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2008AB to read as follows(amount shown is the total amount):				
2008AB	Central Index System (CIS) Total Est Cost [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2008AC to read as follows(amount shown is the total amount):				
2008AC	Enterprise Document Management System (EDMS) TPO Total Est Cost: [redacted] Fixed Fee: [redacted]				
	Change Item 2008AD to read as follows(amount shown is the total amount):				
2008AD	Electronic Reading Room Document Preparing Project (ERRDPP) Total Est Cost [redacted] Fixed Fee [redacted] Continued ...				

(b)(4)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Change Item 2008AE to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2008AE	Freedom of Information Act/Privacy Act (FOIA/PA) Information Processing System (FIPS) Total Est Cost (b)(4) [redacted] Fixed Fee: (b)(4) [redacted]				
	Change Item 2008AH to read as follows(amount shown is the total amount):				
2008AH	Scan on Demand Application (SODA) (b)(4) [redacted] Fixed Fee: (b)(4) [redacted]				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00039	07/16/2014		

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes-Cost Reimbursement; FAR 52.232-22 Limitation of Funds
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this bilateral modification is to:

1) Re-align [redacted] from SLINs 2003AA to 2007AB (Cost [redacted] (b)(4) Fixed Fee [redacted]
The purpose of this re-alignment is to effectively meet current needs of the Task Order until the end of this Option period ending 08/13/2014.

2) This modification is also to include a no cost administrative action to dedicate a mailbox for the receipt of contractor separation notifications created by the Contract Security Branch at the Office of Security and Integrity. In accordance with security requirements reflected in all USCIS contracts, separation actions must be reported to the

Continued ...

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

15B.	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
Assigned Contracts		Donata Sikon-Amato	
	7/17/14	16B. UNITED STATES OF AMERICA: Donata Sikon-Amato (Signature of Contracting Officer)	7/17/14

[redacted] (b)(4) (b)(6)

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

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Office of Security and Integrity Personnel Security Division within five days of occurrence. Contract companies and CORs shall begin using the USCIS-OSI-PERSEC-ContractorSeparations@uscis.dhs.gov mailbox to report these actions. As a result of this modification, the total amount obligated against the task order remains the same [redacted] (b)(4) All other Terms and Conditions Remain the Same. AAP Number: 65207 DO/DPAS Rating: NONE Delivery: 08/14/2013 Change Item 2003AA to read as follows(amount shown is the total amount):				(b)(4) [redacted]
2003AA	Computer-Linked Application Information Management System 3 (CLAIMS 3) Total Cost [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4) Change Item 2007AB to read as follows(amount shown is the total amount): (b)(4)				
2007AB	SAS Total Cost: [redacted] Fixed Fee [redacted] Accounting Info: ITSMAR0 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 200100000 2320060000000000 GE258600 000000 Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00039	PAGE 3	OF 3

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: $0.00 Accounting Info: ITCLM30 000 EX 200100000 2320060000000000 GE 258600 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 20-01-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted] (b)(4)				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00040	08/13/2014		

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

CODE [redacted] (b)(4) FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: $27,859,725.44
See Schedule

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.217-8 Option to Extend Services; FAR 52.232-22 Limitation of Funds
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to exercise FAR 52.217-8 and extend the SPAS task order with the period of performance starting from August 14, 2014 to February 13, 2015 in accordance with the revised Statement of Work dated August 13, 2014 (attached to this modification).

The amount obligated by this modification is $27,859,725.44. The cost and fee in this award reflect the cost and fee exclusive of ODC/Travel CLIN 3005 included in CSC proposal dated August 08, 2014 (attached to this modification). ODC/Travel CLIN 3005 is obligated with the amount of [redacted] in lieu of [redacted] in CSC's proposal.

(b)(4)

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
[redacted] gement	Arthur J. Nestle
15C. DATE SIGNED: 08/13/2014	16B. UNITED STATES OF AMERICA: [signature] (Signature of Contracting Officer) — 16C. DATE SIGNED: 8-13-2014

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Total estimated Cost for this extension: [redacted] (b)(4) Total Fee for this extension: [redacted] Extension Total: [redacted] As a result of this modification, the total amount obligated against the task order is increased by $27,859,725.44 from [redacted] to [redacted] (b)(4) All other Terms and Conditions Remain the Same. AAP Number: 65207 DO/DPAS Rating: NONE Period of Performance: 08/14/2014 to 02/13/2015 Add Item 3001 as follows: Option 2 Period of Performance 8/14/2013 thru 8/13/2014				(b)(4) [redacted]
3001	Application Support Center Estimated Cost: [redacted] (b)(4) Fixed Fee: [redacted] Obligated Cost: [redacted] Obligated Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: LSIMS000 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ENTPRNT OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: NASS000 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITBNATZ 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] Accounting Info: (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITICPS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCLM30 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCLM40 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITFTS00 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITAPSS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCLM30 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCLM40 Funded: [redacted] Accounting Info: ITCPMS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITFTS00 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: RCAVISA.000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Add Item 3002 as follows: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
3002	Customer Service Directorate Estimated Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] Obligated Fixed Fee: [redacted] (b)(4) Accounting Info: ENTPRNT OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITSLOP0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 200100000 23200600000000 GE258600 000000 Funded [redacted] (b)(4) Accounting Info: ITEFPG0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCMIS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITCRIS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITEFPG0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITICMS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITICPS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Continued ...				[redacted] (b)(4)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITINFO0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITSMAR0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITWEBP0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Add Item 3003 as follows:				(b)(4) [redacted]
3003	Field Operations Estimated Cost: [redacted] Fixed Fee: [redacted] Obligated Cost: [redacted] (b)(4) Obligated Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: DF00000 000 EX 200500000 2000000000000000 GE258600 000000 Funded [redacted] (b)(4) Accounting Info: ITAR110 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITSODA0 000 EX 200100000 23200600000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITAR110 000 EX 200100000 2320060000000000 GE258600 000000 Funded [redacted] (b)(4) Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITCIS00 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITFOIA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITMIDA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITNFTS0 000 EX 200100000 2320060000000000 GE258600 000000 (b)(4) Funded [redacted] Accounting Info: ITRAPS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITREME0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] Accounting Info: (b)(4) ITSODA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Add Item 3004 as follows:				(b)(4)
3004	Fraud Detection & National Security Estimated Cost: [redacted] (b)(4) Fixed Fee: Obligated Cost: Obligated Fixed Fee: Accounting Info: FEFDNDS 000 EX 200100000 2410000000000000 GE254700 000000 Funded: [redacted] (b)(4) Accounting Info: HPFDNDS 000 HP 200100000 2410000000000000 GE254700 000000 Funded [redacted] (b)(4) Add Item 3005 as follows: Continued ...				[redacted]

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
3005	Travel - NTE / ODC [redacted] (b)(4) Accounting Info: ITLSSS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4)				[redacted] (b)(4)

(b)(4)

				Extension			
				Unit Price		Amount	
				Est. Cost	Fixed Fee	Total Cost	CLIN Cost
3001	Benefits and Biometrics (ROLL UP CLIN)						
	Biometric Benefits Report System (BBSS)	BBSS					
	Biometric Benefits Report System (BBSS) - TPO	BBSS-TPO					
	Customer Profile Management System (CPMS)	CPMS					
	Customer Profile Management System (CPMS) - TPO	CPMS-TPO					
	Employment Applicant Submission System (EASS)	EASS					
	Scheduling and Notification of Applicants for Processing (SNAP)	SNAP					
	Site Profile System (SPS)	SPS					
	Visa Services	Visa Services					
	Integrated Card Production System (ICPS)	ICPS					
	Asylum Pre-Screening System (APSS)	APSS					
	Refugees, Asylum and Parole System (RAPS)	RAPS					
	National Benefitcy (NASS) - TPO	NASS-TPO					
	Computer-Linked Application Information Management Systems	CLAIMS 3					
	Computer-Linked Application Information Management Systems	CLAIMS 3 - TPO					
	Computer-Linked Application Information Management Systems	CLAIMS 4					
	FD 258 Mainframe Fingerprint Tracking System	FD258 MF					
	Interim Case Management Solution (ICMS)	ICMS					
3002	Customer Service Directorate (ROLL UP CLIN)						
	Customer Relationship Interface System (CRIS)	CRIS					
	Customer Management Information System (CMIS)	CMIS					
	National Customer Service Center (NCSC) Siebel	NCSC					
	Electronic Filing (E-Filing)	E-Filing					
	Electronic Filing (E-Filing) - TPO	E-Filing - TPO					
	Customer Service Web Portal	CSWP					
	Infopass	Infopass					
	SAS	SAS					
3003	Records and Mission Support (ROLL UP CLIN)						
	Alien's Change of Address (AR-11)	AR-11					
	Alien's Change of Address (AR-11) - TPO	AR-11 - TPO					
	Central Index System (CIS)	CIS					
	Central Index System (CIS) - TPO	CIS - TPO					
	Enterprise Document Management System (EDMS)	EDMS					
	Freedom of Information Act/Privacy Act (FOIA/PA) Information P	FIPS/FOIA					
	Microfilm Digitization Application System (MiDAS)	MiDAS					
	National File Tracking System (NFTS)	NFTS					
	Scan on Demand Applications (SODA)	SODA					
	BMC Remedy	BMC Remedy					
3004	Fraud Detection and National Security (ROLL UP CLIN)						
	Fraud Detection and National Security Data System (FDNS-DS)	FDNS-DS					
3005	Travel						
	Extension TOTAL						

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
P00041	09/19/2014		

6. ISSUED BY	CODE	7. ADMINISTERED BY *(If other than Item 6)*	CODE
USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CIS		

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and ZIP Code)*		9A. AMENDMENT OF SOLICITATION NO.
COMPUTER SCIENCES CORPORATION 3160 FAIRVIEW PARK DRIVE FALLS CHURCH VA 220424516 (b)(4)	(x)	9B. DATED *(SEE ITEM 11)*
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-06-D-00021 HSSCCG-11-J-00163
		10B. DATED *(SEE ITEM 13)* 08/05/2011
CODE [redacted] FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

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

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

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 0 copies to the issuing office.

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

DUNS Number: [redacted] (b)(4)

The purpose of this no-cost modification is to;

Included in Section H - Special Clauses

OUTSOURCING NONCRIMINAL JUSTICE ADMINISTRATIVE FUNCTIONS

USCIS, referred to as the Authorized Recipient, is outsourcing to the Contractor the performance of noncriminal justice administrative functions involving the handling of criminal history record information (CHRI) pursuant to Title 28, Code of Federal Regulations, Part 906 and the relevant Security and Management Control Outsourcing Standard

Continued ...

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

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		Arthur J. Nestle	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		*(Signature of Contracting Officer)*	9.19.2014

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	for Non-Channelers (Outsourcing Standard). The most current version of the Outsourcing Standard is incorporated into this contract and included as Attachment A. The Authorized Recipient's authority to submit fingerprints for noncriminal justice purposes and obtain the results of the fingerprint search, which may contain CHRI, is provided below: • Executive Order 12829, National Industrial Security Program, January 6,1993 • Executive Order 12958, Classified National Security Information, as amended • Executive Order 12968, Access to Classified Information, August 2, 1995 • Executive Order 13231, Critical Infrastructure Protection in the Information Age, October 16, 2001 • National Industrial Security Program Operating Manual (NISPOM), February 2001 • DHS Sensitive Systems Policy Publication 4300A v2.1, July 26, 2004 • DHS Sensitive Systems Policy Publication 4300B v2.1, July 26 2004 • http://www.fbi.gov/about-us/cjis/cc/library/1103 2010_nonchanneler_os.pdf • Criminal Justice Information Services (CJIS) Security Policy, Version 5.0, 02/09/2011, CJISD-ITS-DOC-08140-5.0 This authority requires or authorizes fingerprint-based background checks of all applicants as required by the USCIS benefit desired and for potential USCIS employees as part of their background determination/adjudication prior to "entry on duty". The contractor agrees to keep all CHRI information private and not publish, use or disclose to any other individual or entity, either directly or indirectly. The specific noncriminal justice administrative function to be performed by the Contractor that involves access to CHRI on behalf of the Authorized Recipient is direct or indirect access to files or data (via systems access) that may include CHRI. The contractor shall comply with the Outsourcing Standard requirements and other legal authorities to ensure adequate privacy and security of personally identifiable information Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(PII) and CHRI results related to this contract, and will ensure that all such data is returned to the Authorized Recipient as soon as no longer needed for the performance of contractual duties. The contractor must utilize the "Statement of Understanding" (Attachment B) for all employees that are determined to have CHRI access as described above and maintain accurate/complete records to demonstrate compliance. The signed Statement of Understanding must be completed prior to the employee's entry on duty and annual thereafter. The contractor must certify annually on December 31st that they have complied with requirements as stated above and is subject to audit/review to ensure full compliance. All other Terms and Conditions remain unchanged. AAP Number: 65207 DO/DPAS Rating: NONE Period of Performance: 08/14/2014 to 02/13/2015				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 3

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00042	10/23/2014		

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
09/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-2 Changes-Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor (b)(4) ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.

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

DUNS Number: [redacted]

The purpose of this no-cost modification is to realign funds in Option period 1 as follows;

(b)(4)

[redacted]

rom SLIN 1002AA to SLIN 1003AA
From SLIN 1003AB to SLIN 1003AA
From SLIN 1003AB.1 to SLIN 1003AA.1
From SLIN 1008AD to SLIN 1003AD
From SLIN 1004AA to SLIN 1005AA
From SLIN 1001AC to SLIN 1005AB
From SLIN 1002AA to SLIN 1005AB

Continued ...

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

[redacted]

15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	16C. DATE SIGNED
10/24/14	Arthur J. Nestle	11.13.2014
	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	

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

(b)(4) (b)(6)

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00042	PAGE 2	OF 3

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
(b)(4)	[redacted]rom SLIN 1008AD to SLIN 1007AB [redacted]rom SLIN 1001AC to SLIN 1008AB [redacted]rom SLIN 1002AA to SLIN 1008AG [redacted]rom SLIN 1004AA to SLIN 1008AG [redacted]From SLIN 1006AA to SLIN 1008AG [redacted]rom SLIN 1008AD to SLIN 1008AG [redacted]rom SLIN 1008AD to SLIN 1008AH [redacted]From SLIN 1008AD to SLIN 1009AB The total amount obligated on this contract remains [redacted] All other Terms and Conditions remain unchanged. AAP Number: 65207 DO/DPAS Rating: NONE Period of Performance: 08/14/2014 to 02/13/2015				

SPAS Option Period 1 Realignment

SLIN #	SLIN TITLE	Change Amount	COST Breakout	FEE Breakout	(b)(4)	Source Funding References
1001AC	EASS SLIN					
1002AA	CRIS (Non-TPO) SLIN					
1003AA	CLAIMS 3 (Non-TPO) SLIN					
1003AA.1	CLAIMS 3 (TPO) SubSLIN					
1003AB	CLAIMS 4 (Non-TPO) SLIN					
1003AB.1	CLAIMS 4 (TPO) SubSLIN					
1003AD	ICMS SLIN					
1004AA	FDNS-DS (Non-TPO) SLIN					
1005AA	E-Filing (Non-TPO) SLIN					
1005AB	ICPS SLIN					
1006AA	CSWP SLIN					
1007AB	SAS SLIN					
1008AB	CIS (Non-TPO) SLIN					
1008AD	ERRDPP SLIN					
1008AG	NFTS (Non-TPO) SLIN					
1008AH	SODA SLIN					
1009AB	RAPS SLIN					

Notes:
1. Negative figures in Red Font [e.g., EASS SLIN [redacted] indicates source funding for realignment.
2. Positive figures in Black Font [e.g., CLAIMS 3 (Non-TPO) SLI[redacted] are for projects requiring additional funding.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 | 8

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00043	12/11/2014	CISOIT-15-077	

6. ISSUED BY CODE CIS

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

7. ADMINISTERED BY (If other than Item 6) CODE

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

COMPUTER SCIENCES CORPORATION
3160 FAIRVIEW PARK DRIVE
FALLS CHURCH VA 220424516

(b)(4)

CODE [redacted] FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X 10A. MODIFICATION OF CONTRACT/ORDER NO.
HSHQDC-06-D-00021
HSSCCG-11-J-00163

10B. DATED (SEE ITEM 13)
08/05/2011

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

Net Increase: $13,113,260.81

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

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-2 Changes-Cost Reimbursement
	D. OTHER (Specify type of modification and authority)

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

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

DUNS Number: [redacted] (b)(4)

The purpose of this modification is to do the following;

Add incremental Funding to FAR 52.217-8 extension for the SPAS task order with the period of performance 08/14/2014 - 02/13/2015.

Total estimated Cost for this extension remains: [redacted] Total Fee for this extension [redacted] (b)(4)
Extension Total [redacted]

As a result of this modification, the total amount obligated against the task order is
Continued ...

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

[redacted]

Professional Contracts

15C. DATE SIGNED 12/11/14

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Arthur J. Nestle

16B. UNITED STATES OF AMERICA
(Signature of Contracting Officer)

16C. DATE SIGNED 12.11.2014

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

(b)(4) (b)(6)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	increased by $13,113,260.81 from [redacted] to [redacted] (b)(4)				
	All other Terms and Conditions remain unchanged. AAP Number: 65207 DO/DPAS Rating: NONE Delivery Location Code: HQOIT Department of Homeland Security US Citizenship & Immigration Svcs Office of Information Technology 111 Massachusetts Ave, NW Suite 5000 Washington DC 20529 Period of Performance: 08/14/2014 to 02/13/2015 Change Item 3001 to read as follows(amount shown is the total amount): Option 2 Period of Performance 8/14/2013 thru 8/13/2014 (b)(4)				(b)(4)
3001	Application Support Center Estimated Cost: [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: LSIMS000 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: ENTPRNT OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: NASS000 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITBNATZ 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: Continued ...				[redacted]

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITICPS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCLM40 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITAPSS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCLM30 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCLM40 Funded: $0.00 Accounting Info: ITCPMS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITFTS00 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: RCAVISA 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: IBNATZ BN0 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] Continued ...				

(b)(4)

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: IBNATZ CFM EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: IBNATZ ICP EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: IBNATZ C30 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: IBNATZ C40 EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: IBNATZ ICM EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITHUMAN APO EX 200200000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITHUMAN RAP EX 200200000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITBIOME FTS EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Change Item 3002 to read as follows(amount shown is the total amount):				(b)(4) [redacted]
3002	Customer Service Directorate Estimated Cost: [redacted] Fixed Fee: [redacted] (b)(4) Accounting Info: ENTPRNT OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITSLOPO 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	ITCRIS0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCMIS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCRIS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITEFPG0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITICMS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITICPS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITINFO0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITSMAR0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITWEBP0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCSPRT CRI EX 200100000 2320060000000000 GE258600 000000 Continued ...				

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Funded: [redacted] (b)(4) Accounting Info: ITCSPRT CMS EX 200100000 2320060000000000 GE258600 000000 (b)(4) Funded: [redacted] Accounting Info: ITCSPRT CMS EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Change Item 3003 to read as follows(amount shown is the total amount):				(b)(4)
3003	(b)(4) Field Operations Estimated Cost [redacted] Fixed Fee: [redacted] Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: LSIMS00 OIT EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: DF00000 000 EX 200500000 2000000000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITAR110 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITFOIA0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 200100000 23200600000000 GE258600 000000 Funded: $0.00 Accounting Info: ITAR110 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITCIS00 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Continued ...				[redacted]

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accounting Info: ITFOIA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITMIDA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITNFTS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITRAPS0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITREME0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITSODA0 000 EX 200100000 2320060000000000 GE258600 000000 Funded: $0.00 Accounting Info: ITRECOR AR1 EX 200100000 2320060000000000 GE258600 000000 Funded [redacted] (b)(4) Accounting Info: ITRECOR CIS EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITRECOR FOI EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITRECOR MDA EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITRECOR NFT EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITRECOR SOD EX 200100000 2320060000000000 GE258600 000000 Funded: [redacted] (b)(4) Accounting Info: ITMSPOR RDS EX 200200000 2320060000000000 Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED HSHQDC-06-D-00021/HSSCCG-11-J-00163/P00043	PAGE 8	OF 8

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORPORATION

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	GE258600 000000 Funded: [redacted] (b)(4)				