



**U.S. Citizenship
and Immigration
Services**

May 7, 2019

COW2018000917

Jacqueline Stevens
601 University Place
Political Science Department
Evanston, IL 60208

Dear Jacqueline Stevens:

This is in response to your Freedom of Information Act/Privacy Act (FOIA/PA) request received in this office August 02, 2018 regarding 70SBUR18F00000411 2010 to present.

We have completed the review of all documents and have identified 73 pages that are responsive to your request. Enclosed are 25 pages released in their entirety and 48 pages released in part. We have reviewed and have determined to release all information except those portions that are exempt pursuant to 5 U.S.C. § 552 (b)(4) and (b)(6) of the FOIA.

Exemption (b)(4) protects trade secrets and commercial or financial information that is privileged or confidential. The types of documents and/or information we have withheld may consist of unit pricing, business sales statistics; research data; technical designs; customer and supplier lists; profit and loss data; overhead and operating costs; and information on financial condition.

Exemption (b)(6) permits the government to withhold all information about individuals in personnel, medical and similar files where the disclosure of such information would constitute a clearly unwarranted invasion of personal privacy. The types of documents and/or information we have withheld may consist of birth certificates, naturalization certificates, drivers' licenses, social security numbers, home addresses, dates of birth, or various other documents and/or information belonging to a third party that are considered personal.

As a result of discussion between agency personnel and a member of our staff, as a matter of administrative discretion, we are releasing computer codes found on system screen prints previously withheld under exemption b(2). There may be additional documents that contain discretionary releases of exempt information. We will identify discretionary releases within the record. These discretionary releases do not waive our ability to invoke applicable FOIA exemptions for similar or related information in the future.

The enclosed record consists of the best reproducible copies available. Certain pages may contain marks that appear to be blacked-out information. Such black marks would have been present prior to our receipt of the file and are not information we have withheld under the provisions of the FOIA or PA.

You have the right to file an administrative appeal within 90 days of the date of this letter. By filing an appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. You may file an administrative FOIA appeal to USCIS at: USCIS

FOIA/PA Appeals Office, 150 Space Center Loop, Suite 500, Lee's Summit, MO 64064-2139. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

If you would like to discuss our response before filing an appeal to attempt to resolve your dispute without going through the appeals process, you may contact our FOIA Public Liaison, Jill Eggleston, for assistance at:

U.S. Citizenship and Immigration Services
National Records Center, FOIA/PA Office
P. O. Box 648010
Lee's Summit, MO 64064-8010

Telephone: 1-800-375-5283

E-Mail: FOIAPAQuestions@uscis.dhs.gov

If you are unable to resolve your FOIA dispute through our FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal Agencies. The OGIS does not have the authority to handle requests made under the Privacy Act of 1974. The contact information for OGIS is:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road – OGIS
College Park, MD 20740-6001

Telephone: 202-741-5770

877-684-6448

Email: OGIS@NARA.GOV

Website: OGIS.ARCHIVES.GOV

The National Records Center does not process petitions, applications or any other type of benefit under the Immigration and Nationality Act. If you have questions or wish to submit documentation relating to a matter pending with the bureau, you must address these issues with your nearest District Office.

All FOIA/PA related requests, including address changes, must be submitted in writing and be signed by the requester. Please include the control number listed above on all correspondence with this office. Requests may be mailed to the FOIA/PA Officer at the PO Box listed at the top of the letterhead, emailed to USCIS.FOIA@uscis.dhs.gov, or sent by fax to (816) 350-5785. You may also submit FOIA/PA related questions to our email address at FOIAPAQuestions@uscis.dhs.gov.

Sincerely,



Jill A. Eggleston
Director, FOIA Operations

Enclosure(s)

2. AMENDMENT/MODIFICATION NO. P00001	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. PUB180167	5. PROJECT NO. (If applicable)
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6. ISSUED BY USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (If other than Item 6) CODE
-------------------------------------------------------------------------------------------------------------------------------	-------------	---------------------------------------------------

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CSRA LLC 3170 FAIRVIEW PARK DR FALLS CHURCH VA 22042	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	(x)	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-16-D-00001 70SBUR18F00000411
		10B. DATED (SEE ITEM 13) 06/29/2018

CODE 0797353710000	FACILITY CODE	
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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:	\$103,974.00
---------------------------------------------------------------------	---------------	--------------

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).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.243-3
	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: 079735371
CLIN 0004 is modified to add a requirement for provision of Level 3 services to support UI/UX design for the MyUSCIS web application.

AAP Number: N/A DO/DPAS Rating: NONE

Discount Terms:

Net 30

Delivery Location Code: HQOIT

Department of Homeland Security

US Citizenship & Immigration Svcs

Office of Information Technology

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print) Digitally signed by Date: 2018.07.27 15:21:09 -04'00'		15C. DATE SIGNED
16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Chad R. Parker		16B. UNITED STATES OF AMERICA CHAD R PARKER Digitally signed by CHAD R PARKER Date: 2018.07.30 09:09:03 -04'00'
<small>(Signature of person authorized to sign)</small>		<small>(Signature of Contracting Officer)</small>

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
 HSHQDC-16-D-00001/70SBUR18F00000411/P00001

PAGE OF
 2 7

NAME OF OFFEROR OR CONTRACTOR
 CSRA LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0004	DataCenter 1 Stennis MS 39529 FOB: Destination Period of Performance: 07/01/2017 to 06/30/2018 Change Item 0004 to read as follows (amount shown is the obligated amount): Surge (LH) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: \$0.00 Accounting Info: PUBGE00 CON EX 50-01-00-000 29-10-0000-00-00-00-00 GE-15-14-00 000000 Funded: \$103,974.00 Contracting Officer Chad R. Parker chad.r.parker@uscis.dhs.gov (802) 872-4630 Contract Specialist Arthur E. Sherman Arthur.E.Sherman@uscis.dhs.gov (802) 872-4514 Contracting Officer Representative Harry Bowen Harry.W.Bowen@uscis.dhs.gov (802) 734-4067				103,974.00

Rough Order of Magnitude (ROM) for DC1 IDIQ Task Order: TBD

DHS Data Center (DC-1) Support Services Contract

HSHQDC-16-D-00001

CSRA, LLC

3170 Fairview Park Drive

Falls Church, VA 22042

Program Manager:



Contracts:



(b)(6)

CSRA

Think Next. Now.

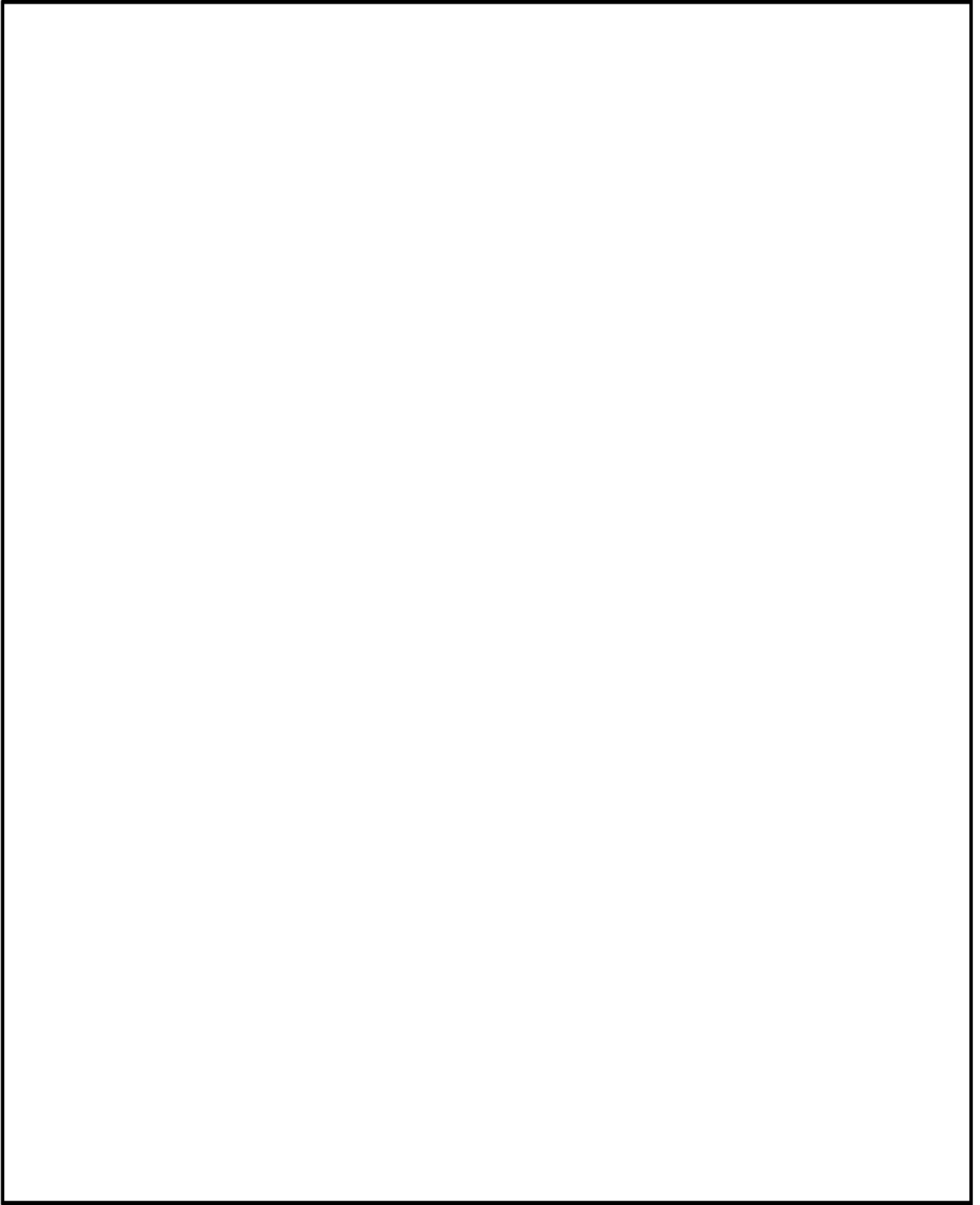
CSRA Proprietary - Use or Disclosure of Data

This ROM includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this ROM. If, however, a contract is awarded to this offeror as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in all sheets of this ROM.

Assumptions and Declarations

(b)(4)

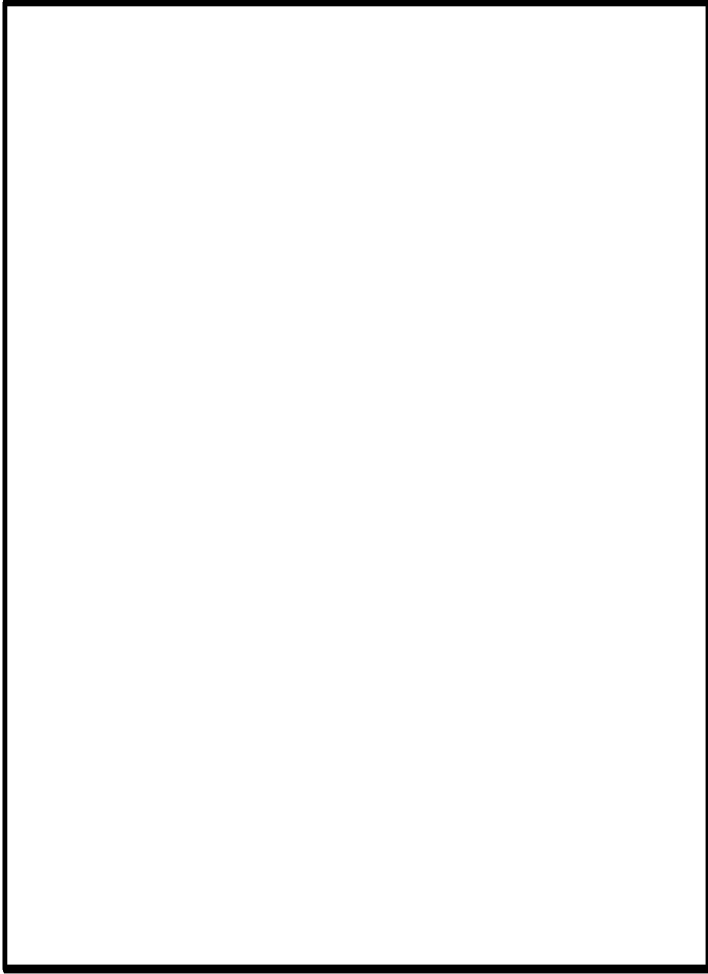
Project: USCIS User Experience Services - MyUSCIS , SR-001870



Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this ROM

Cost Summary

Project: USCIS User Experience Services - MyUSCIS, SR-001870



(b)(4)

DC1 Implementation

Project: USCIS User Experience Services - MyUSCIS, SR-001870

6

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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(b)(4)

BOE SUMMARY BY TASK

(b)(4)

USCIS USER EXPERIENCE SERVICES MYUSCIS SR-001870 - TBD - BOE SUMMARY



ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 66

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

1. DATE OF ORDER 06/25/2018	2. CONTRACT NO. (If any) HSHQDC-16-D-00001	6. SHIP TO:		
3. ORDER NO. 70SBUR18F00000411		4. REQUISITION/REFERENCE NO. see block 17		
5. ISSUING OFFICE (Address correspondence to) USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		a. NAME OF CONSIGNEE Department of Homeland Security		
		b. STREET ADDRESS US Citizenship & Immigration Svcs Office of Information Technology DataCenter 1		
		c. CITY Stennis	d. STATE MS	e. ZIP CODE 39529
7. TO:		f. SHIP VIA		
a. NAME OF CONTRACTOR CSRA LLC		8. TYPE OF ORDER		
b. COMPANY NAME		<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY		
c. STREET ADDRESS 3170 FAIRVIEW PARK DR		REFERENCE YOUR: 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.		
d. CITY FALLS CHURCH		e. STATE VA	f. ZIP CODE 22042	
9. ACCOUNTING AND APPROPRIATION DATA See Schedule		10. REQUISITIONING OFFICE USCIS Contracting Office		

11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT	
<input type="checkbox"/> a. SMALL	<input type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED	<input type="checkbox"/> e. HUBZone	
<input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED	<input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM		<input type="checkbox"/> h. EDWOSB		Destination
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
a. INSPECTION Destination	b. ACCEPTANCE Destination			Multiple	
				16. DISCOUNT TERMS 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: 079735371 Requisitions: OIT184077 OIT184081 OIT184082 OIT186037 Continued ...					

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOTAL (Cont. pages)
21. MAIL INVOICE TO:				
a. NAME USCIS INVOICE CONSOLIDATION			\$12,193,859.43	17(i) GRAND TOTAL
b. STREET ADDRESS (or P.O. Box) PO BOX 1000				
c. CITY WILLISTON		d. STATE VT	e. ZIP CODE 05495	\$12,193,859.43

22. UNITED STATES OF AMERICA BY (Signature)	23. NAME (Typed) Chad R. Parker TITLE: CONTRACTING/ORDERING OFFICER
---------------------------------------------	---------------------------------------------------------------------------

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

PAGE NO

2

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

DATE OF ORDER 06/25/2018	CONTRACT NO. HSHQDC-16-D-00001	ORDER NO. 70SBUR18F00000411
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	OIT188031 This task order is for Data-Center 1 (DC1) support services and is to be performed in accordance with the attached: - Statement of Work (includes Security Requirements) - Vendor Proposal - Terms and Conditions AAP Number: N/A DO/DPAS Rating: NONE Period of Performance: 07/01/2017 to 06/30/2018					
0001	DC1 Enterprise Hosting Services O&M (FFP) Period of Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>		6 MO			
0002	DC1 Enterprise Hosting Services (LH) Period of Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0003	SURGE (FFP) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITENGPR CEC EX 20-01-00-000 23-20-0400-00-00-00-00 GE-25-04-00 000000 Funded: <input type="text"/>		6 MO			
0004	Surge (LH) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 Continued ...					

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(b)(4)

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

PAGE NO

3

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

DATE OF ORDER
06/25/2018

CONTRACT NO.
HSHQDC-16-D-00001

(b)(4)

ORDER NO.
70SBUR18F00000411

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
00000	Funded: <input type="text"/>					
0005	Surge ODC Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0006	DC1 SNOWBALL (LH) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0007	PROJECT MANAGEMENT (LH - NTE) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0008	DC1 WPaaS: Firm-fixed-price for 500 non-persistent users Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITEUDMS WPS EX 20-02-00-000 23-20-0800-00-00-00-00 GE-25-11-00 000000 Funded: <input type="text"/> Accounting Info: ITDCS00 DC1 EX 50-01-00-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/> Continued ...	6	MO			

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

PAGE NO

4

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

DATE OF ORDER 06/25/2018	CONTRACT NO. HSHQDC-16-D-00001	(b)(4)	ORDER NO. 70SBUR18F00000411
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0009	DC1 WPaaS (Firm-fixed price, VDI non-persistent (shared) basic, [redacted]) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITEUDMS WPS EX 20-03-00-000 23-20-0800-00-00-00-00 GE-25-11-00 000000 Funded: [redacted]	6	MO			
0010	CLAIMS3 (LH) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITBNATZ C30 EP 20-05-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted]					
0011	CLAIMS3 COST REIMBURSABLE TRAVEL (ODC) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITBNATZ C30 EP 20-05-00-000 23-20-0600-00-00-00-00 GE-25-86-00 000000 Funded: [redacted]					
0012	DC1 MAINFRAME O&M (FFP) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-00-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: [redacted] Accounting Info: ITDCS00 DC1 EX 20-01-00-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: [redacted] Continued ...	6	MO			

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(b)(4)

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

PAGE NO

5

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

DATE OF ORDER 06/25/2018	CONTRACT NO. HSHQDC-16-D-00001	(b)(4)	ORDER NO. 70SBUR18F00000411
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0013	DC1 MAINFRAME O&M (LH) Period-of-Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0014	Project Services/Other costs 7/1/18 - 12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-00-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/> Accounting Info: ITDCS00 DC1 EX 20-01-00-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>					
0015	Managed Services support for HP Blades and FDNS at DC1 and DC2 (FFP) Period of Performance: 7/1/18-12/31/18 Accounting Info: ITDCS00 DC1 EX 50-01-000 23-20-0400-00-00-00-00 GE-25-44-00 000000 Funded: <input type="text"/>	6	MO			
1001	DC1 Enterprise Hosting Services O&M (FFP) Period of Performance: 1/1/19-6/30/19 Amount: <input type="text"/> (Option Line Item) Anticipated Exercise Date:12/27/2018	6	MO		0.00	
1002	DC1 Enterprise Hosting Services (LH) Period of Performance: 1/1/19-6/30/19 Amount: <input type="text"/> (Option Line Item) Anticipated Exercise Date:12/27/2018				0.00	
	Continued ...					

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(b)(4)

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

PAGE NO

6

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

DATE OF ORDER
06/25/2018

CONTRACT NO.
HSHQDC-16-D-00001

(b)(4)

ORDER NO.
70SBUR18F00000411

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1003	SURGE (FFP) Period-of-Performance: 1/1/19-6/30/19 Amount: [redacted] (Option Line Item) Anticipated Exercise Date:12/27/2018	6	MO		0.00	
1004	Surge (LH) Period-of-Performance: 1/1/19-6/30/19 Amount: [redacted] (Option Line Item) Anticipated Exercise Date:12/27/2018				0.00	
1005	Surge ODC Period-of-Performance: 1/1/19-6/30/19 Amount: \$0.00 (Option Line Item) Anticipated Exercise Date:12/27/2018				0.00	
1006	DC1 SNOWBALL (LH) Period-of-Performance: 1/1/19-6/30/19 Amount: [redacted] (Option Line Item) Anticipated Exercise Date:12/27/2018				0.00	
1007	PROJECT MANAGEMENT (LH - NTE) Period-of-Performance: 1/1/19-6/30/19 Amount: [redacted] (Option Line Item) Anticipated Exercise Date:12/27/2018				0.00	
1008	DC1 WPaaS: Firm-fixed-price for [redacted] non-persistent users Period-of-Performance: 1/1/19-6/30/19 Amount: \$0.00 (Option Line Item) Anticipated Exercise Date:12/27/2018 Accounting Info: ITEUDMS WPS EX 20-02-00-000 23-20-0800-00-00-00-00 GE-25-11-00 000000 Funded: \$0.00		MO		0.00	
1009	DC1 WPaaS (Firm-fixed price, VDI non-persistent (shared) basic, [redacted] users [redacted] per user-month Continued ...	6	MO		0.00	

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\$0.00

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

PAGE NO

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

DATE OF ORDER 06/25/2018	CONTRACT NO. HSHQDC-16-D-00001	ORDER NO. 70SBUR18F00000411
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1010	Period-of-Performance: 1/1/19-6/30/19 Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:12/27/2018 (b)(4) CLAIMS3 (LH) Period-of-Performance: 1/1/19-6/30/19 Amount: [REDACTED] Option Line Item) (b)(4) Anticipated Exercise Date:12/27/2018				0.00	
1011	CLAIMS3 COST REIMBURSABLE TRAVEL (ODC) Period-of-Performance: 1/1/19-6/30/19 Amount: \$0.00 (Option Line Item) Anticipated Exercise Date:12/27/2018 Contracting Officer Chad R. Parker chad.r.parker@uscis.dhs.gov (802) 872-4630 Contract Specialist Arthur E. Sherman Arthur.E.Sherman@uscis.dhs.gov (802) 872-4514 Contracting Officer Representative Harry Bowen Harry.W.Bowen@uscis.dhs.gov (802) 734-4067 (b)(4) The total amount of award: [REDACTED] The obligation for this award is shown in box 17(i).				0.00	

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

\$0.00

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STATEMENT OF WORK

PROJECT TITLE

Data Center 1 (DC1) – Task Order Contract

PERIOD OF PERFORMANCE

Base (six months): 7/1/2018 – 12/31/2018

Option Period 1 (six months): 1/1/2019 – 6/30/2019

Hours of Operations and Government Furnished Equipment

The Contractor shall provide Data Center 1 (DC1) services and support seven days a week, 24 hours per day for the entirety of the period-of-performance with the exception of the Mainframe services which only be operational for the base period of this contract.

SCOPE

The scope of the support services being procured under this task order are detailed in the Description of Requirement (DOR) section for the following project areas:

- Enterprise Hosting Services (EHS)
- Workplace as a Service (WPaaS)
- Mainframe (for base period only)
- Enterprise Surge
- Project Management Support
- Computer Linked Application Information Management System (CLAIMS) 3 Local Area Network (LAN) Modernization

Description of Requirements

USCIS Enterprise Hosting

USCIS Office of Information Technology (OIT) requires the installation and support of network/application appliances, servers and other equipment in the current existing

infrastructure for the USCIS Enterprise Footprint (General Support System (GSS) and Next Generation Data Center (NGDC)) at DC1. This data center will serve as both a primary and Disaster Recovery site in support of the USCIS infrastructure needs. USCIS will need on-going Level 1 Operations and Maintenance (O&M) support along with new installation support. The contractor will not view or physically handle classified material in support of this effort.

The Contractor shall be responsible for providing operational support to the USCIS Data Center operations team as described below:

- 24x7 up/down equipment monitoring
- Open a ticket for the designated Level 1 Service Desk in the event of an incident
- Perform touch labor tasks to help resolve the incident
- Maintain asset information (i.e. serial number, location, Component ownership, DHS work number, Federal Information Security Management Act information (FISMA)) in a central repository
- Perform physical audits, inventories, and inspections and provide audit reporting. Support external USCIS audits.
- Configuration Management Database (CMDB) updates and management
- Manage the removal and replacement of defective parts by the warranty or maintenance provider
- Provide data center access and escort service for Component and vendor support personnel
- Implement standard system and application monitoring tools
- Configure, test, pilot, migrate, and deploy USCIS systems.
- Support Stakeholder and Process gate reviews
- Decommission existing data center architecture
- Provide Level 1 or Level 2 as specified by USCIS
- Notify USCIS Enterprise Operation Center of any outages, scheduled work that could create an outage, or any related service interruption outside the USCIS enclave.
- Assist and collaborate on troubleshooting incidents to identify root causes and issues, specifically as it relates to Firewall and network dependencies.

Enterprise Hosting includes but not limited to the following systems:

EHS (Enterprise Hosting Services) – All Phases including Active Directory (AD),
GSS and NGDC enclaves and all Networking
F5 Load Balancers
SPIDER Log Management (SPLUNK)
NetApp Storage
Offsite Tape Storage Sensitive But Unclassified (SBU)
TIC Infrastructure enhancements for USCIS
Wireless

Workplace as a Service (WPaaS)

The contractor shall provide secure, virtual access to USCIS desktop operating systems and applications that are accessible through DHS, within the DHS firewalls and externally. In addition the environment shall:

- Concurrent licenses should be defined as individuals that are logged on at any given moment
- Concurrent licenses include End User Support from a CSC Service Desk 24X7. The USCIS Service Desk will transfer all WPaaS calls directly to the CSC Service Desk to manage all issues.
- Concurrent licenses include unlimited application virtualization
- Real-time access to daily, weekly, and monthly usage that shows concurrent USCIS users by hour, total USCIS users by week and a list of USCIS user information for the last 7 days that includes at a minimum date logged in, duration, username, OS, and device name.
- Weekly reporting via email to COR, PM, and WPaaS team that includes max concurrent per day, total users per week, and a list of USCIS users that includes at a minimum date logged in, duration, username, OS, and device name.
- Provide access to all USCIS entry on duty approved staff and contractors
- Provide monitoring and reporting on the environment and services
- Provide authentication using AppAuth
- Provide appropriate security for each environment
- Provide access to and manage the current versions and recent editions of the software and services
- Provide documentation on these environments and Operations Manuals
- Provide Service Level Agreements for services and product offerings

Mainframe

USCIS OIT requires mainframe and operations and maintenance support for all aspects of the mainframe within the DC1 and DC2 environment for a period of 6 month.

The Contractor shall provide:

- Operations & Maintenance (O&M) support for the mainframe hardware and middleware software. The Contractor shall be responsible for maintaining all hardware and software at current appropriate revision levels.
- O&M support for z/OS software.
- Provide installation & monitoring
- Provide system administration
- Provide production operations
- Level 2 Managed Services for Network Devices
- Tier 1 Utility Storage Replicated to DC2 and the Storage Attached Network Port
- Decommissioning of infrastructure prior to close out of contract

- Includes Other Direct Cost (ODC) for Mainframe Tools software

Enterprise Surge

USCIS OIT requires the ability to obtain additional operations and maintenance services in support of the applications and services within DC1. These include support for:

- Integration of servers, storage devices, and network devices
- Decommissioning of Level 1 Devices and Level 2 support and devices
- Port Uplifts
- OS Installations
- Labor for USCIS Surge Support and ODC's
- O&M for devices
- Offsite Tape Storage with Security Uplift
- Virtual Desktop Image (VDI) Non-Persistent
- Decommission of infrastructure

Project Management Support

The Contractor shall be responsible for providing project management to support USCIS needs. This includes the following:

- Assist the USCIS support staff in troubleshooting and problem resolution for USCIS web applications.
- Conduct weekly meetings with USCIS personnel to discuss incident and service request

Computer Linked Application Information Management System 3 LAN Modernization (CLAIMS 3 LAN)

CLAIMS 3 LAN Environment Operations and Maintenance

CLAIMS 3 LAN is an umbrella system that incorporates casework-oriented software subsystems and supports the USCIS immigration application receipt, adjudication, and notification processes. It also provides automated support for the full range of benefits functions and processes. CLAIMS 3 LAN functionality includes adjudication, archive, card production, case history, case transfer, on-demand reports, electronic file tracking, image capture, production statistics, status update and electronic ingest of applicant data captured through the Lockbox.

LAN Upgrade/Modernization, Testing, Deployment and Infrastructure Support

Contractor shall complete LAN upgrade/modernization of

- Migration of Visual Basic modules to C#.NET
 - Forms to be migrated to .NET: I-829, I-751, RECOVE, Generic Data Viewer for obsolete form types, and other new forms as identified. NOTE: This list is not exhaustive nor in priority order and may change over time depending on business needs.
 - Interfaces to be migrated to .NET: Security Service, User Administration, Application for Premium Processing Letter Email System (APPLES), Customer Relationship Information System interface (CRISI) , Refugee and Asylee Processing System for Employment Authorization Documents (RAPSEADS), Image Service, I-512L Notice Production, Travel Document Printing System (TDPS) Push, and Adjustment Of Status (AOS) Scheduler. NOTE: this list is not exhaustive nor in priority order and may change over time depending on business needs.
- Migration of serial-port peripherals to USB-port compliant peripherals
- Migration of database from Pervasive DBMS to Oracle DBMS
- Consolidation of seven individual databases into single virtual Oracle instance
- Migration from client-server user interface to web-enabled user

Modernization

The Contractor shall provide modernization and operations and maintenance support:

Conform to USCIS agile methodology; (see USCIS Management Instruction CIS-OIT-001)

- Prepare and submit functional analysis document which details business requirements for each form and interface updated;
- Update and submit system design document as needed;
- Update and submit interface control documents as needed;
- Update and submit user guide and/or user reference sheets as needed.
- Update and submit deployment instructions as needed
- Update and submit test documents as needed for modernization testing and Section 508 User Interface testing

Functional and Integration Testing for Modernization

The Contractor shall:

- Perform functional testing of all modules impacted by modernization changes;
- Correct issues identified during testing;

- Coordinate and test with interfacing systems as needed;
- Coordinate and test with other CLAIMS 3 LAN release efforts;
- Perform Section 508 testing as required by USCIS Section 508 Standards using DHS approved tools by DHS Certified Trusted Tester;
- Assure CLAIMS 3 LAN application continues to meet DHS 4300 Security Guidelines;
- Prepare and submit Test Validation Report and Section 508 Test Document (if needed);
- Prepare and submit Version Description Document.

Modernization for Production Deployment

The Contractor shall:

- Assure all Release Readiness Review entry criteria are met and completed by prescribed milestones;
- Provide deployment package each site by Thursday prior to weekend deployment date;
- Perform server-side and interface workstation deployments in Production environment;
- Monitor deployment status and resolve any production issues quickly and efficiently as directed by IT Project Manager.

Modernization Infrastructure Support

The Contractor shall:

- Assure infrastructure is properly configured for Oracle DBMS when needed;
- Assure Oracle DBMS is configured and tuned to support CLAIMS 3 LAN data capacity and performance needs;
- Perform testing of migration from Pervasive to Oracle;
- Develop and document migration plan from Pervasive DBMS to Oracle DBMS;
- Migrate CLAIMS 3 LAN production data from Pervasive DBMS to Oracle DBMS;
- Monitor production systems daily to maintain: stability, reliability, and performance for end-users at all CLAIMS 3 LAN facilities;
- Assure application is performing properly in production;
- Complete, monitor, and test backups as documented in system plan

SECURITY - GENERAL

USCIS has determined that the performance of this contract requires that the DHS contractors providing the support require access to Sensitive but Unclassified (SBU) information and access to USCIS computer systems.

SPECIAL CONSIDERATIONS

All hardware, software or services provided will be in accordance with DHS MD 4300.1 (implemented by DHS MD 4300A and/or 4300B Policies and Handbooks). All procurements for services and products involving facility or system access control will be in accordance with HSPD-12 policy and the Federal Acquisition Regulations (FAR). The modernization of data assets, information exchanges and data standards will be in compliance with the DHS Data Management Policy MD103-01.

Deliverables

Project	Deliverable(s)	Deliverable Due Date / Action To
DC1 Claims Modernization	Project Plan for forms and interfaces modernization efforts, peripheral USB efforts, and Oracle migration efforts including production deployment dates	Due 5 business days after contract award to PM
	Report on results of Functional and Interface testing	3 business days after completion of test to PM
SLAs	SLA Report	Monthly
Enterprise Hosting	Status Reports	As Needed
Enterprise Hosting	Project Plan for all new projects	Due 5 business days after contract award to PM
Mainframe	Status Reports	As Needed
Workplace as a Service (WPaaS)	Provide daily, weekly, and monthly reports, including daily status reports on customer count usage	Daily, weekly, monthly
CLAIMS 3	Report on results of Functional and Interface testing	3 Business Days after Completion of Test and weekly thereafter

Delivery format written communications:

MS Word, MS Excel, MS Project

Document Review

The document review procedure will allow USCIS to formally review a single draft version of each document. All deficiencies found by USCIS in the draft document will be communicated to the Contractor, in writing or verbally in the review process, within ten days of USCIS receipt. If comments are provided to the Contractor on the draft version, the Contractor shall revise the document to address the issue(s), list and resubmit it to USCIS within ten days. The re-

submitted document will be considered final. Should additional changes be required to those documents, those changes shall be made by the Contractor as mutually agreed.

SECURITY REQUIREMENTS

GENERAL

U.S. Citizenship and 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 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 DHS Form 11000-25, Contractor Fitness/Security Screening Request Form and the USCIS Continuation Page to the DHS Form 11000-25. 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 DHS Form 11000-25 and the USCIS Continuation Page to the DHS Form 11000-25 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. DHS Form 11000-25 "Contractor Fitness/Security Screening Request Form"
5. USCIS Continuation Page to DHS Form 11000-25

6. OF 306, Declaration for Federal Employment (approved use for Federal Contract Employment)
7. Foreign National Relatives or Associates Statement

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 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, or prior to any accelerated deadlines designated by USCIS, 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 within 30 days of entry on duty for new contractors, and annually thereafter)
- USCIS Integrity Training (Annually)
- DHS Insider Threat Training (Annually)
- DHS Continuity of Operations Awareness Training (one-time training for contractors identified as providing an essential service)
- Unauthorized Disclosure Training (one time training for contractors who require access to USCIS information regardless if performance occurs within USCIS facilities or at a company owned and operated facility)
- 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.

In accordance with Homeland Security Presidential Directive-12 (HSPD-12)

<http://www.dhs.gov/homeland-security-presidential-directive-12> contractor employees who require access to United States Citizenship and Immigration Services (USCIS) facilities and/or utilize USCIS Information Technology (IT) systems, must be issued and maintain a Personal Identity Verification (PIV) card throughout the period of performance on their contract. Government-owned contractor- operated facilities are considered USCIS facilities.

After the Office of Security & Integrity, Personnel Security Division has notified the Contracting Officer's Representative that a favorable entry on duty (EOD) determination has been rendered, contractor employees will need to obtain a PIV card.

For new EODs, contractor employees have [10 business days unless a different number is inserted] from their EOD date to comply with HSPD-12. For existing EODs, contractor employees have [10 business days unless a different number of days is inserted] from the date this clause is incorporated into the contract to comply with HSPD-12.

Contractor employees who do not have a PIV card must schedule an appointment to have one issued. To schedule an appointment:

<http://ecn.uscis.dhs.gov/team/mgmt/Offices/osi/FSD/HSPD12/PIV/default.aspx>

Contractors who are unable to access the hyperlink above shall contact the Contracting Officer's Representative (COR) for assistance.

Contractor employees who do not have a PIV card will need to be escorted at all times by a government employee while at a USCIS facility and will not be allowed access to USCIS IT systems.

A contractor employee required to have a PIV card shall:

- Properly display the PIV card above the waist and below the neck with the photo facing out so that it is visible at all times while in a USCIS facility
- Keep their PIV card current
- Properly store the PIV card while not in use to prevent against loss or theft
<http://ecn.uscis.dhs.gov/team/mgmt/Offices/osi/FSD/HSPD12/SIR/default.aspx>

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, 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 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.

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, Version 10, May 2016
- 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 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:

<https://etms.uscis.dhs.gov/ContentDetails.aspx?id=32609AFDFA97494CA3319DCE12FC1B43> 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 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 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 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 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.

All terms and conditions from Department of Homeland Security contract HSHQDC-16-D-00001 apply to this task order.

Additionally the following clauses are incorporated into the task order:

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 provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 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 1 year.

52.222-54 **Employment Eligibility Verification** (Oct 2015)

(a) Definitions. As used in this clause—

“Commercially available off-the-shelf (COTS) item”—

(1) Means any item of supply that is—

(i) A commercial item (as defined in paragraph (1) of the definition at 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and (2) Does not include bulk cargo, as defined in 46 U.S.C. 40102(4), such as agricultural products and petroleum products. Per 46 CFR 525.1 e(2), “bulk cargo” means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

“Employee assigned to the contract” means an employee who was hired after November 6, 1986 (after November 27, 2009 in the Commonwealth of the Northern Mariana Islands), who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee—

(1) Normally performs support work, such as indirect or overhead functions; and

(2) Does not perform any substantial duties applicable to the contract.

“Subcontract” means any contract, as defined in 2.101, entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

“Subcontractor” means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

“United States”, as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands, and the U.S. Virgin Islands.

(b) Enrollment and verification requirements.

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall—

(i) Enroll. Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;

(ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and

(iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of—

(i) All new employees.

(A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(ii) Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements at (b)(1) or (b)(2) respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.

(4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), within 180 calendar days of—

(i) Enrollment in the E-Verify program; or

(ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

(i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

(ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <https://www.uscis.gov/e-verify>

(d) Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee—

(1) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph € (appropriately modified for identification of the parties), in each subcontract that—

(1) Is for—

(i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

(ii) Construction;

(2) Has a value of more than \$3,500; and

(3) Includes work performed in the United States.

The following administrative requirements are incorporated into the task order:

CONTRACT ADMINISTRATION:

The contractor shall not accept any instruction that would result in any change to the supplies or services herein by any entity other than the issuing office's Contracting Officer (CO). The following is delegated to the Contract Specialist (CS) and Contracting Officer Representative (COR): COR is responsible for technical monitoring, receiving, and accepting the product or service and verifying the invoicing of one time purchase of Firm Fixed Price (FFP) supplies; the CS is a procurement official who assists the CO in all aspects of the contracting function and will review and approve proper, accurate, and complete invoices for FFP contracts, forwarding approved invoices for payment processing. The CS will work with all involved to resolve any invoicing issues and insure the invoice documentation is accurate in the electronic record.

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.

(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 the above 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 using the "To" line in the e-mail address 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
Williston, VT 05495

**Rough Order of Magnitude (ROM) for DC1 IDIQ Task Order:
follow-on to HSSCCG-17-J-00074**

DHS Data Center (DC-1) Support Services Contract

HSQDC-16-D-00001

CSRA LLC

3170 Fairview Park Drive

Falls Church, VA 22042

Program Manager:



Contracts:



(b)(6)

CSRA

Think Next. Now.

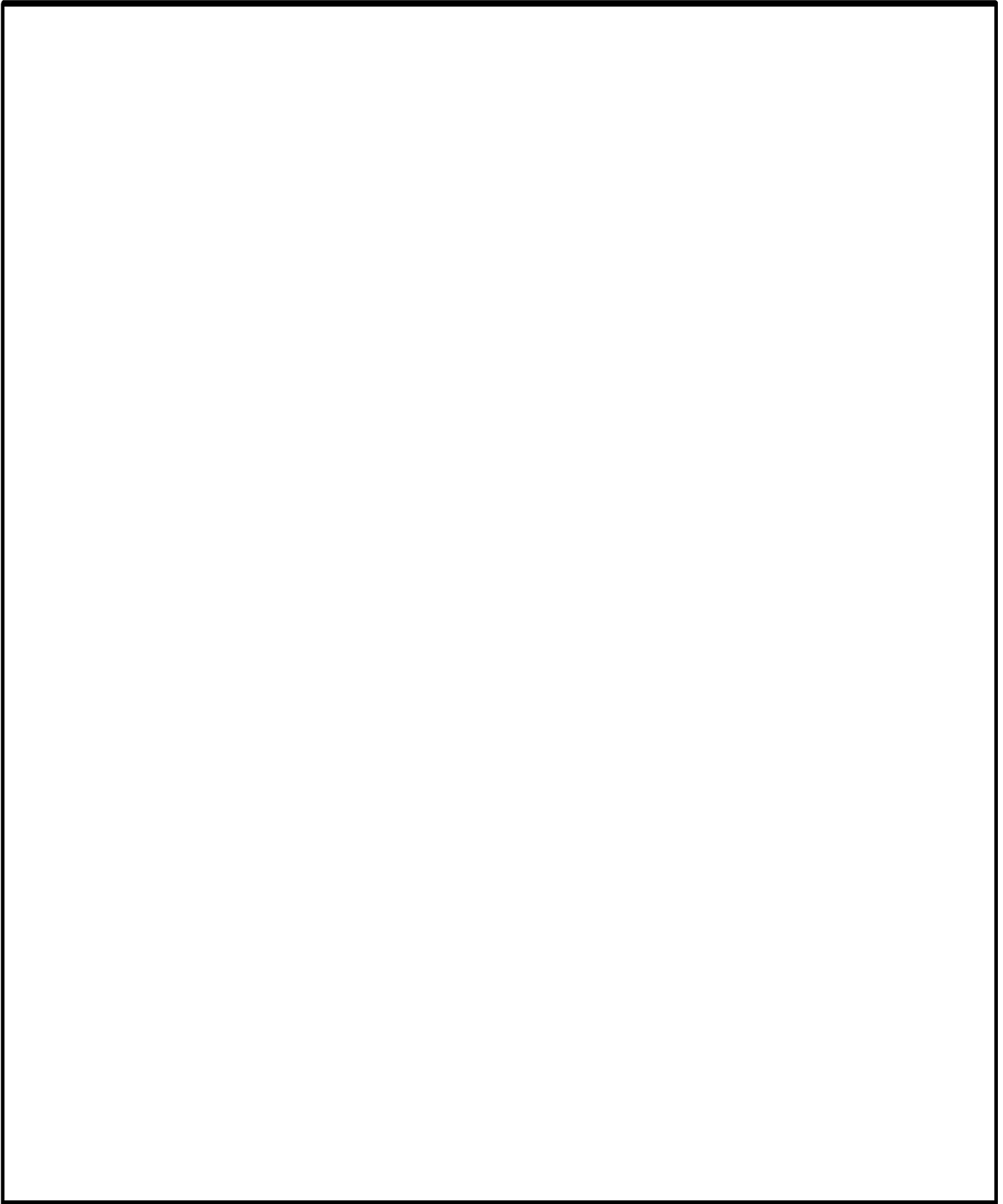
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Assumptions and Declarations

(b)(4)

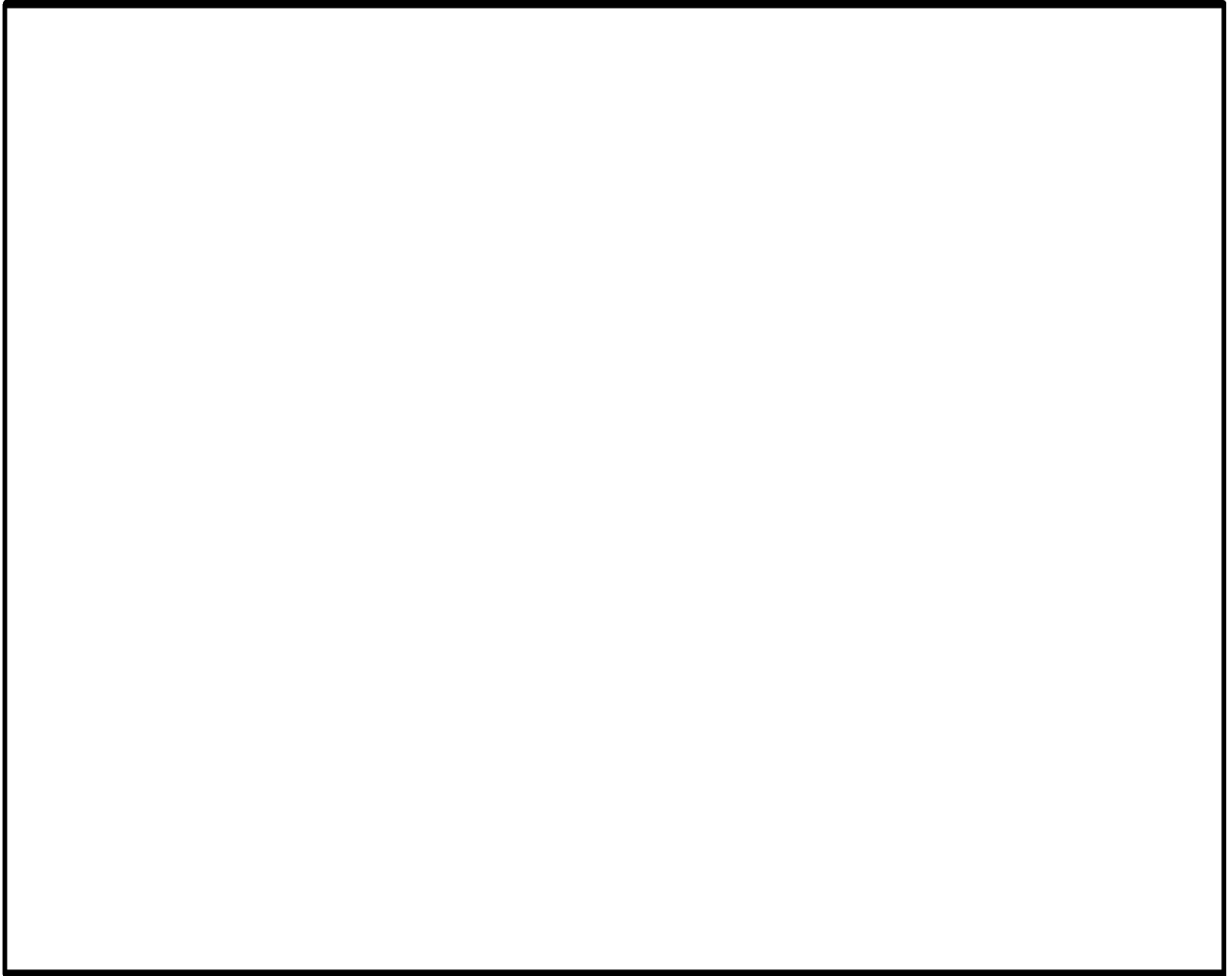
Project: USCIS Mainframe O&M OY3 (services), SR-001689



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Assumptions and Declarations

(b)(4)



Cost Summary

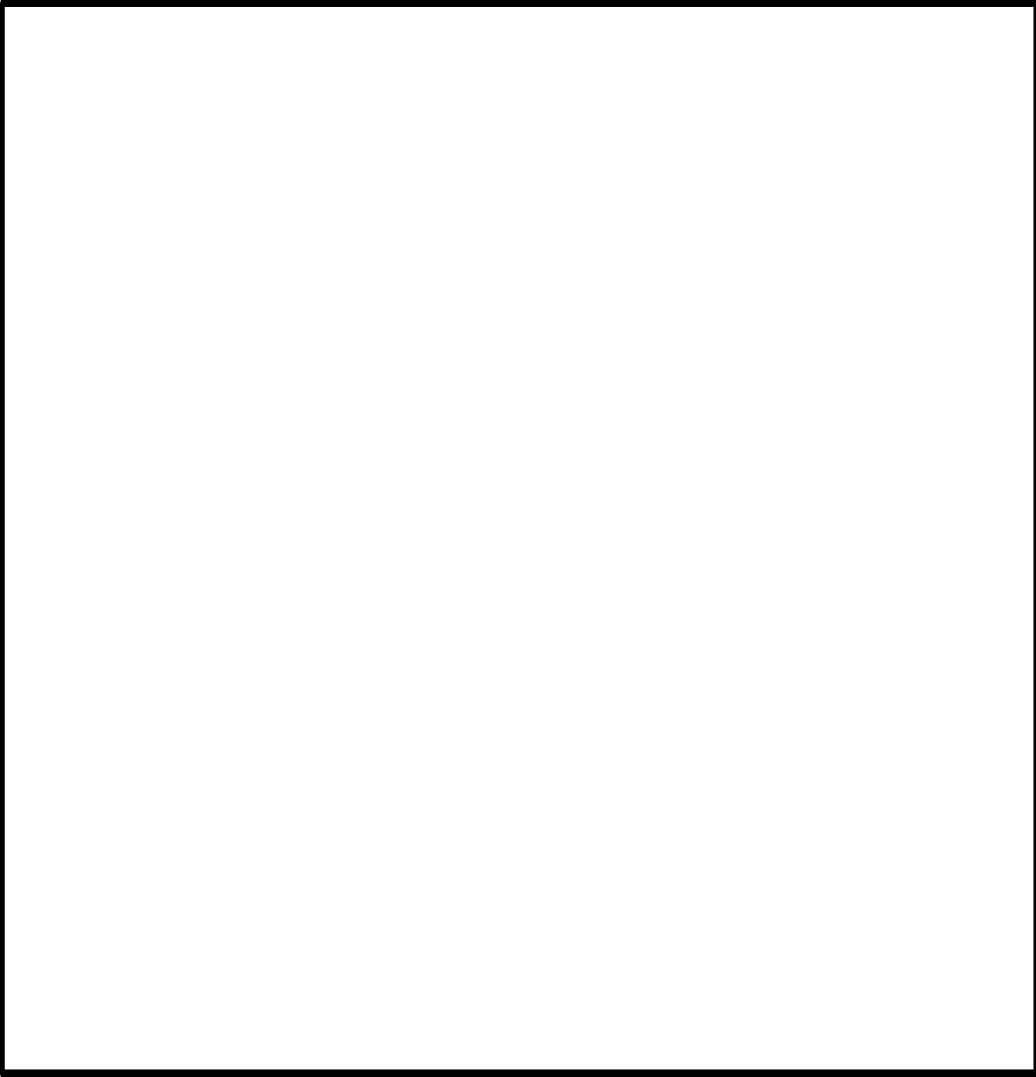
(b)(4) *Project: USCIS Mainframe O&M OY3 (services), SR-001689*



Project: USCIS Mainframe O&M OY3 (services), SR-001689

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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BOE SUMMARY BY TASK

(b)(4)



**Rough Order of Magnitude (ROM) for DC1 IDIQ Task Order:
New Task Order**

DHS Data Center (DC-1) Support Services Contract

HSHQDC-16-D-00001

CSRA LLC

3170 Fairview Park Drive

Falls Church, VA 22042

Program Manager:



Contracts:



(b)(6)



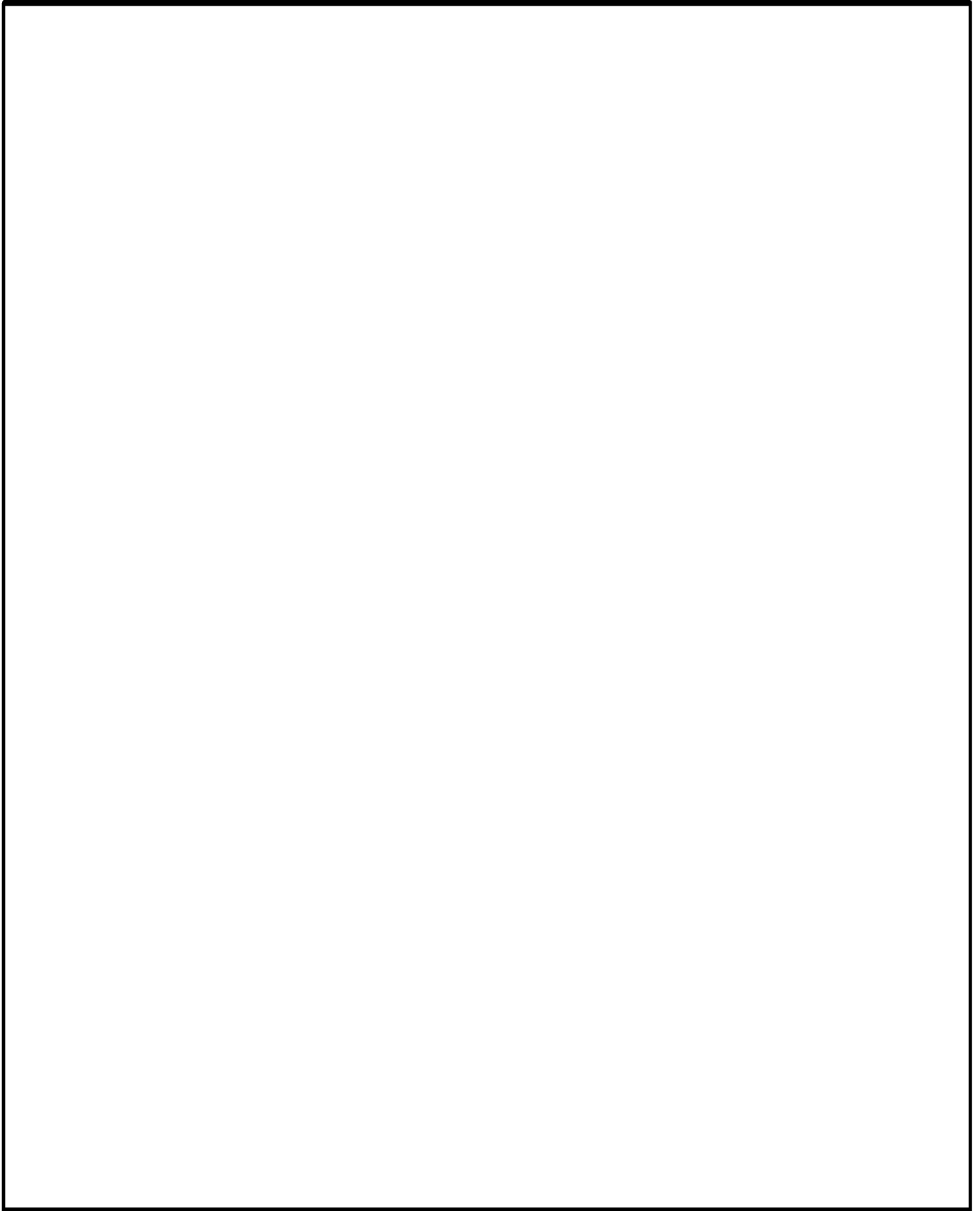
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(b)(4)

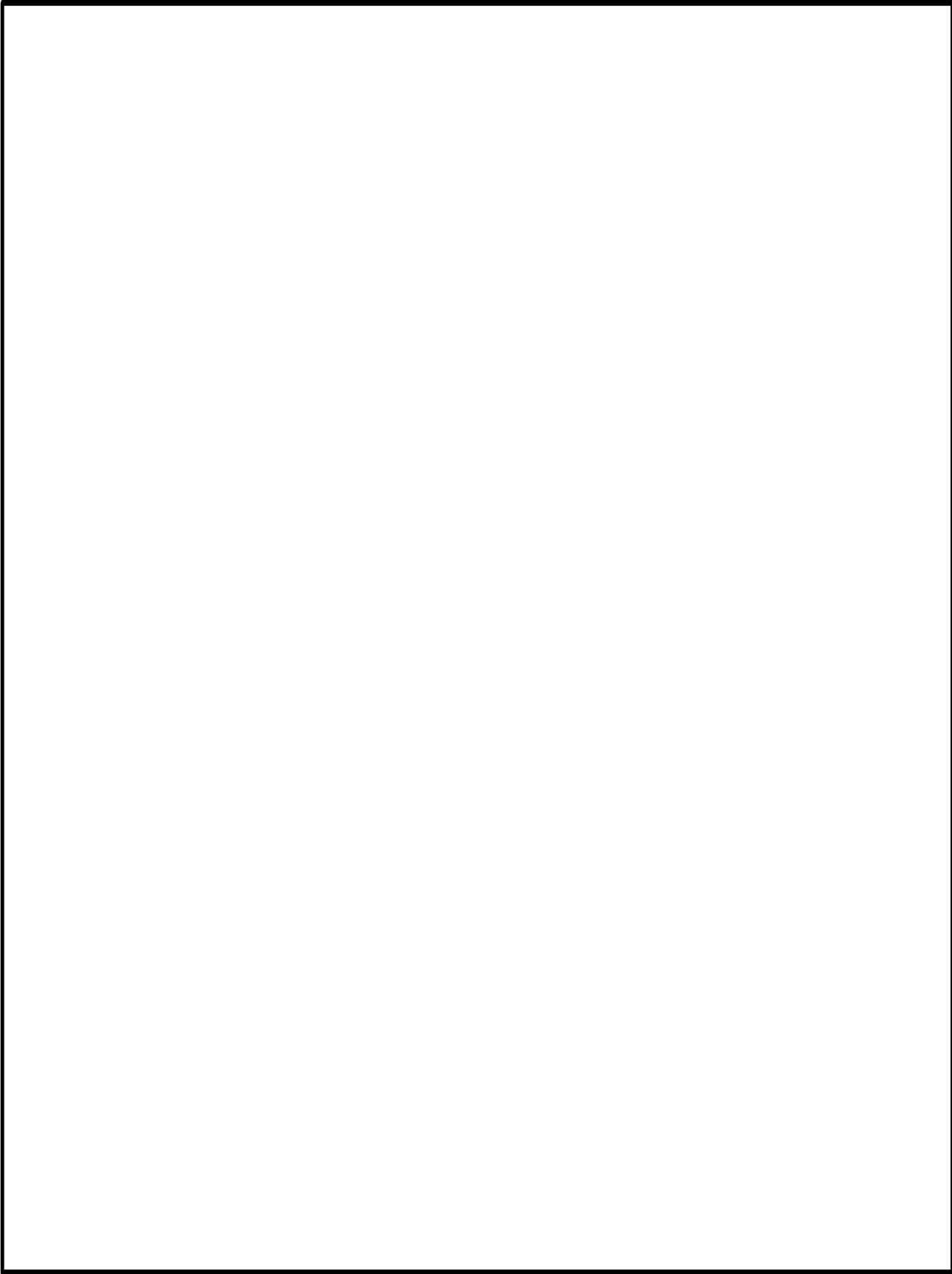
Assumptions and Declarations



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Assumptions and Declarations

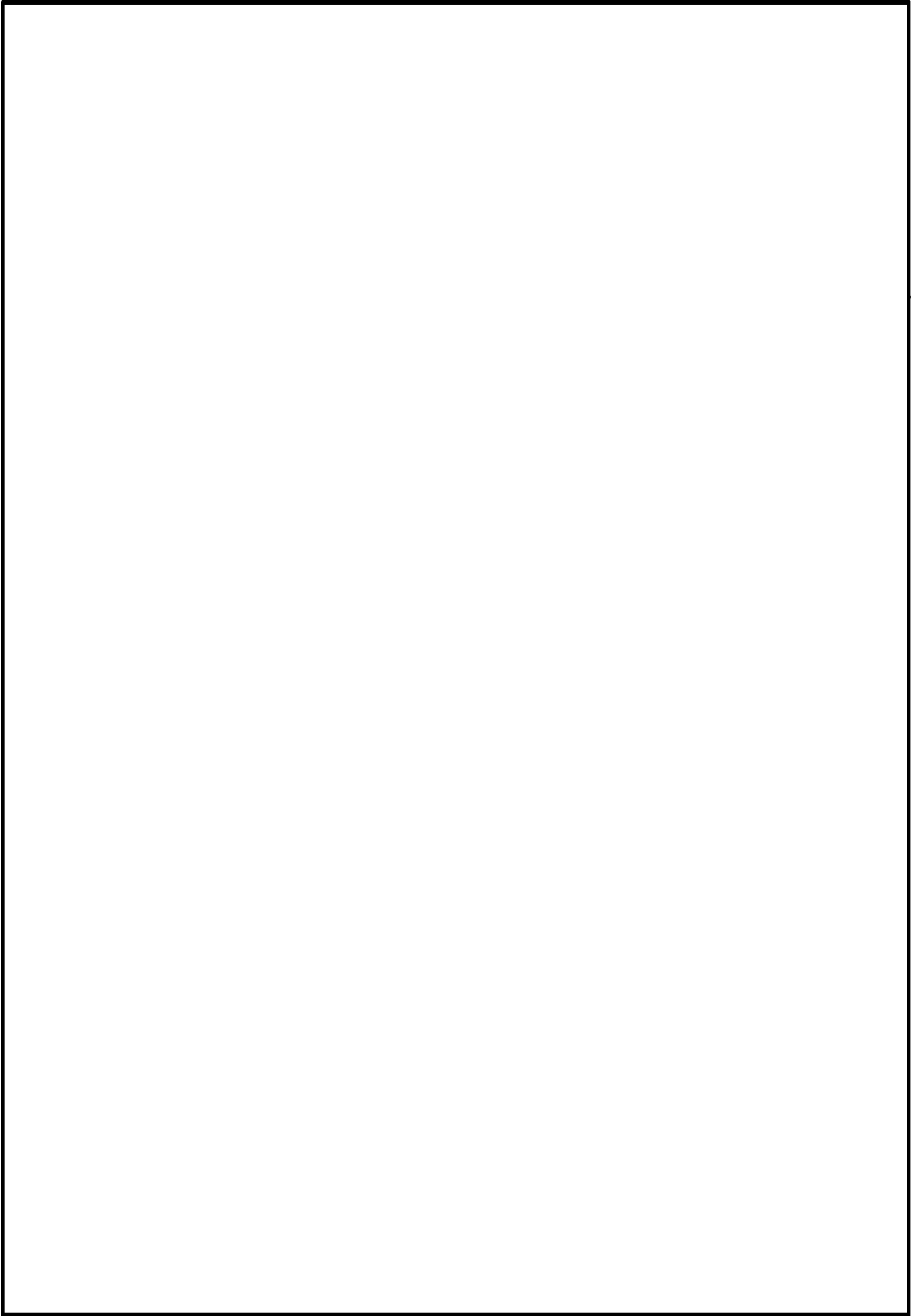
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Assumptions and Declarations

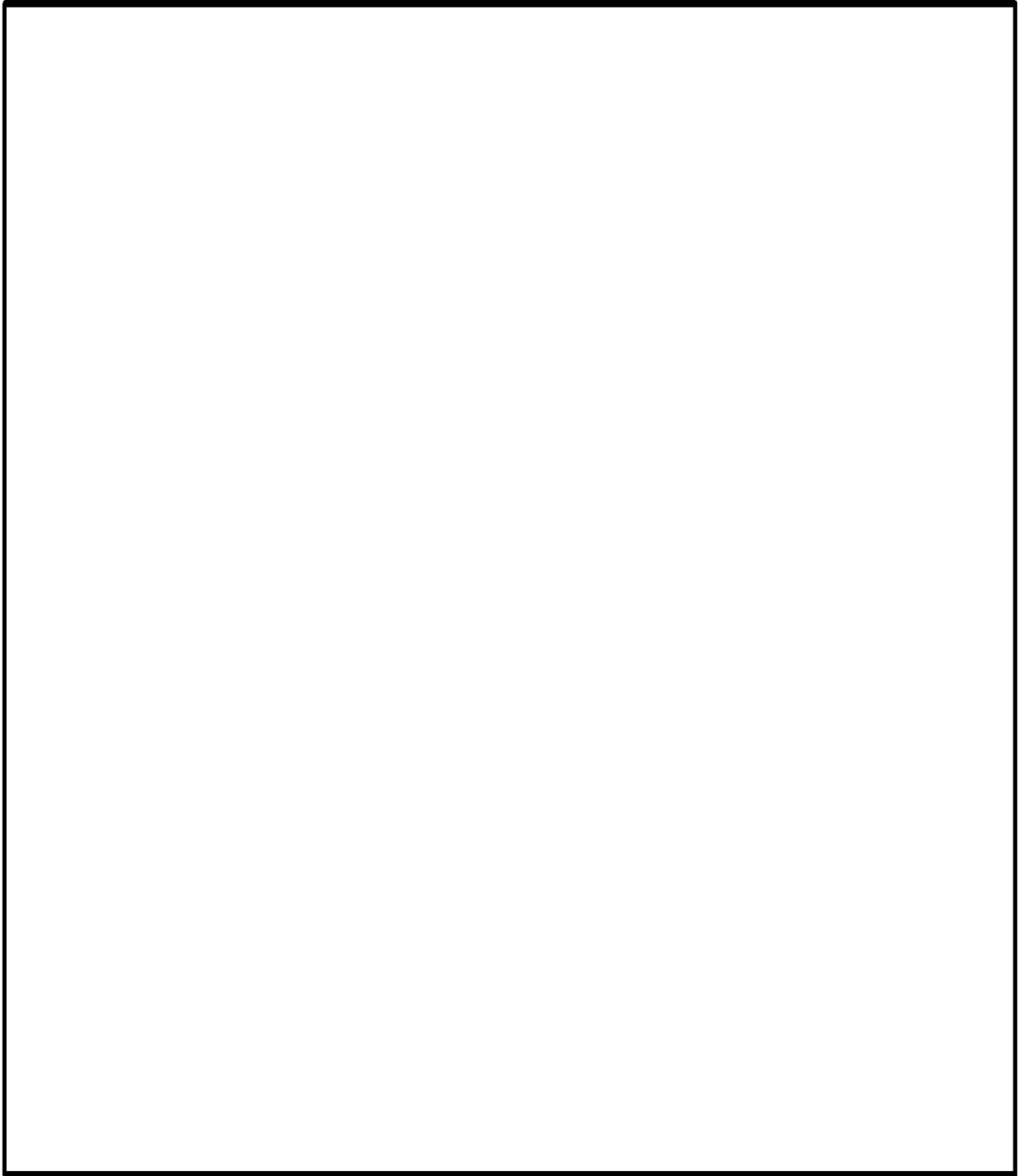
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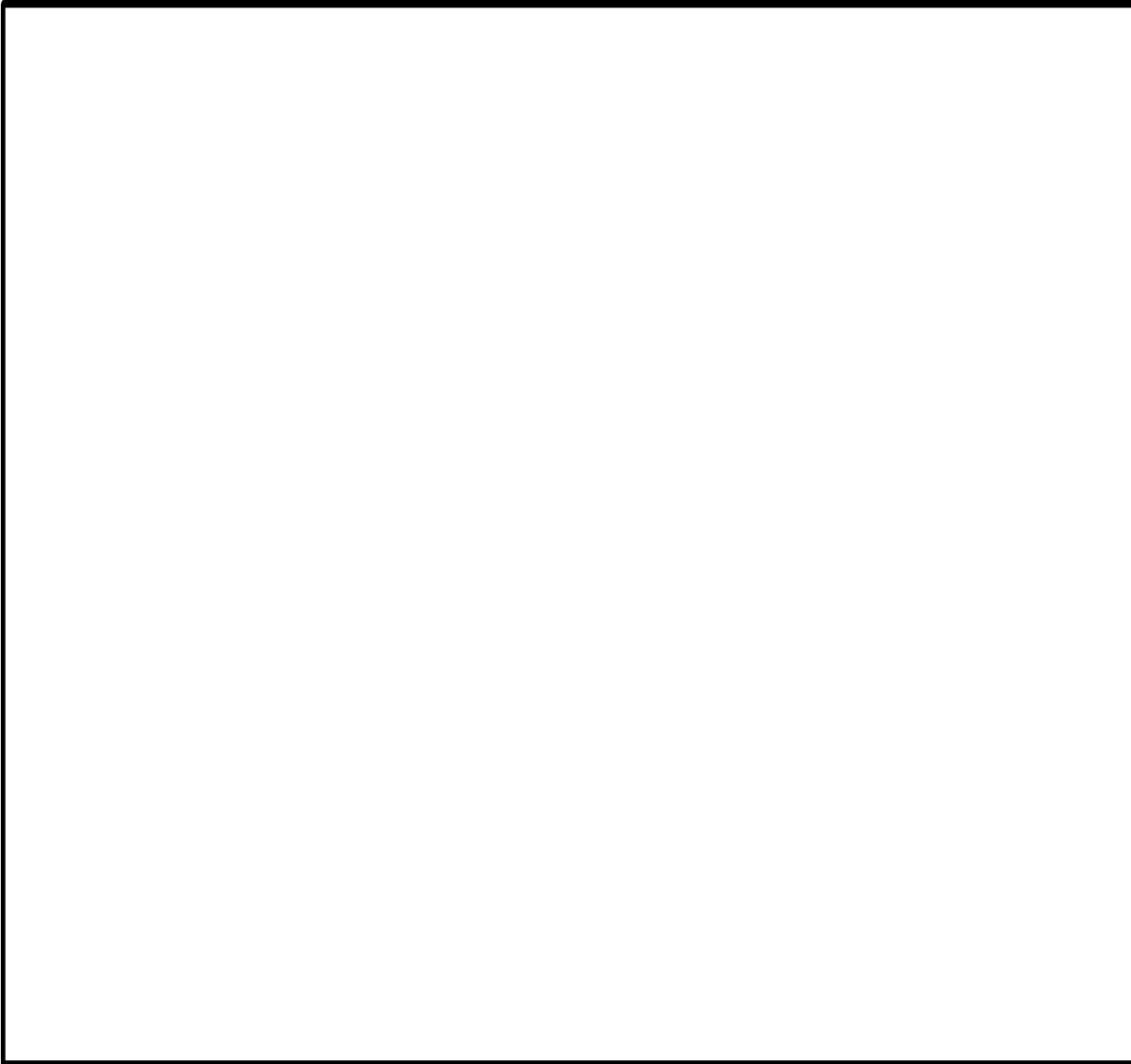
Assumptions and Declarations

(b)(4)



(b)(4)

Recommended Funding Structure



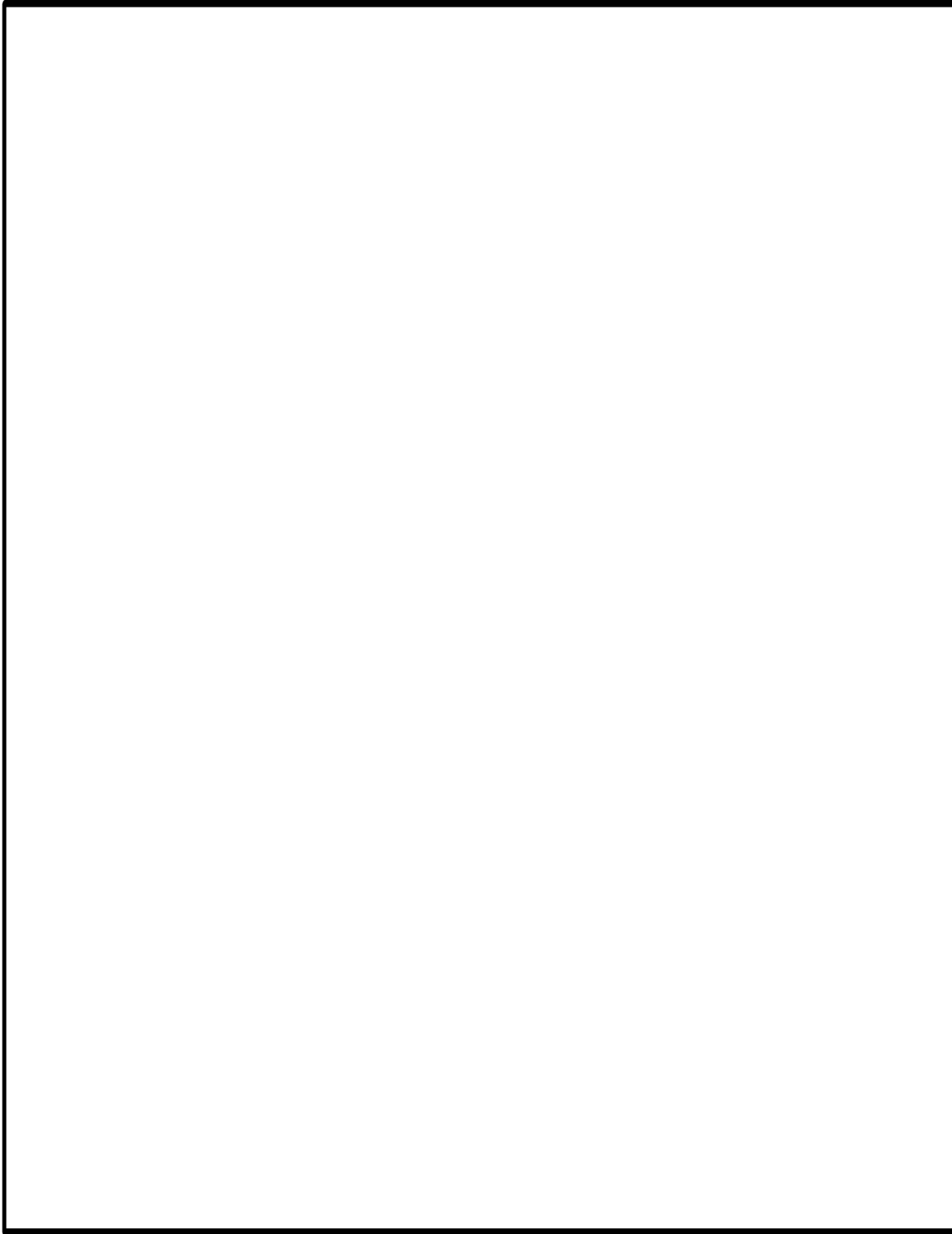
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Project: USCIS Enterprise 2018 - SR-001654

12

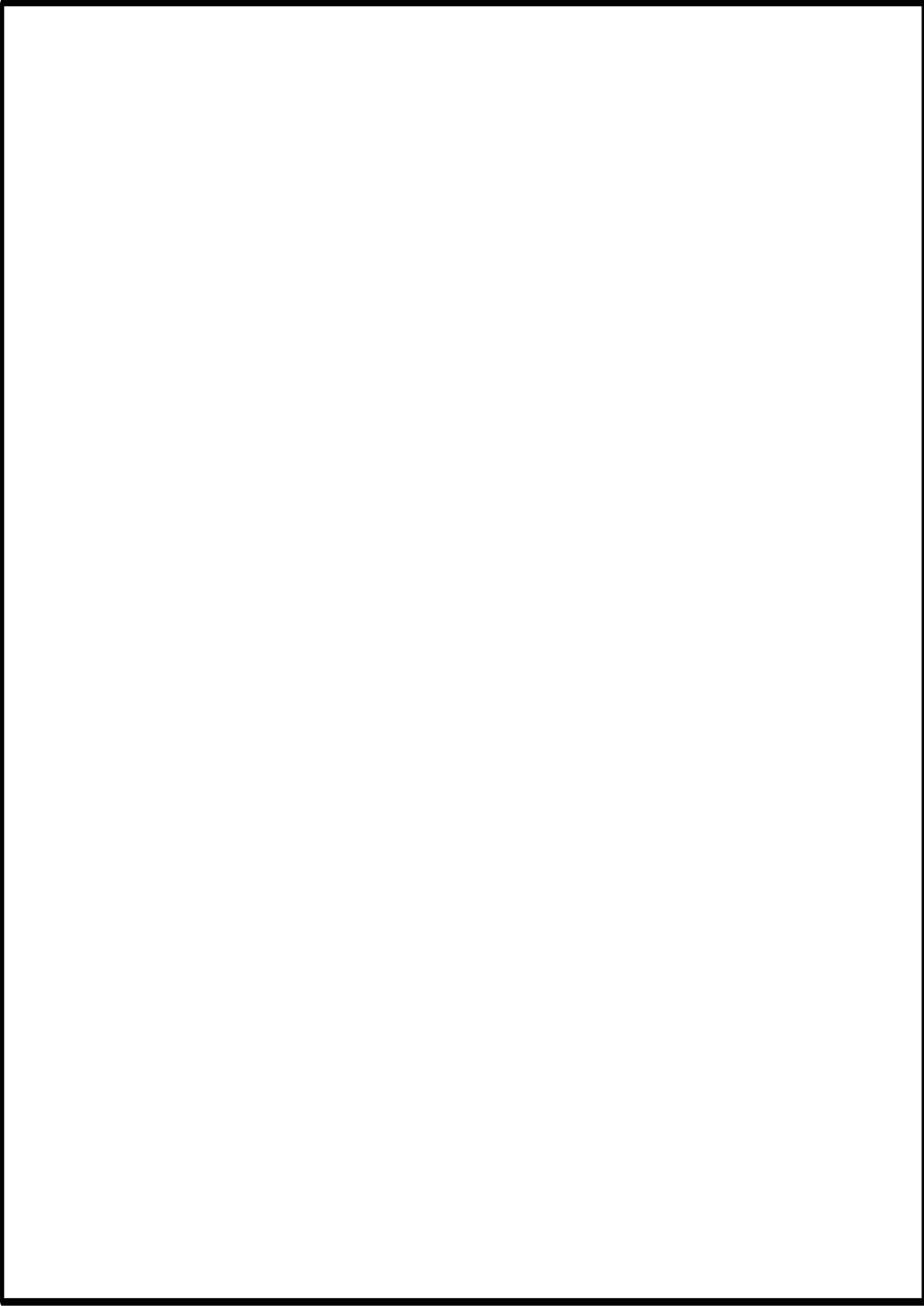
(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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Project: USCIS Enterprise 2018 - SR-001654

12

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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Project: USCIS Enterprise 2018 - SR-001654

6

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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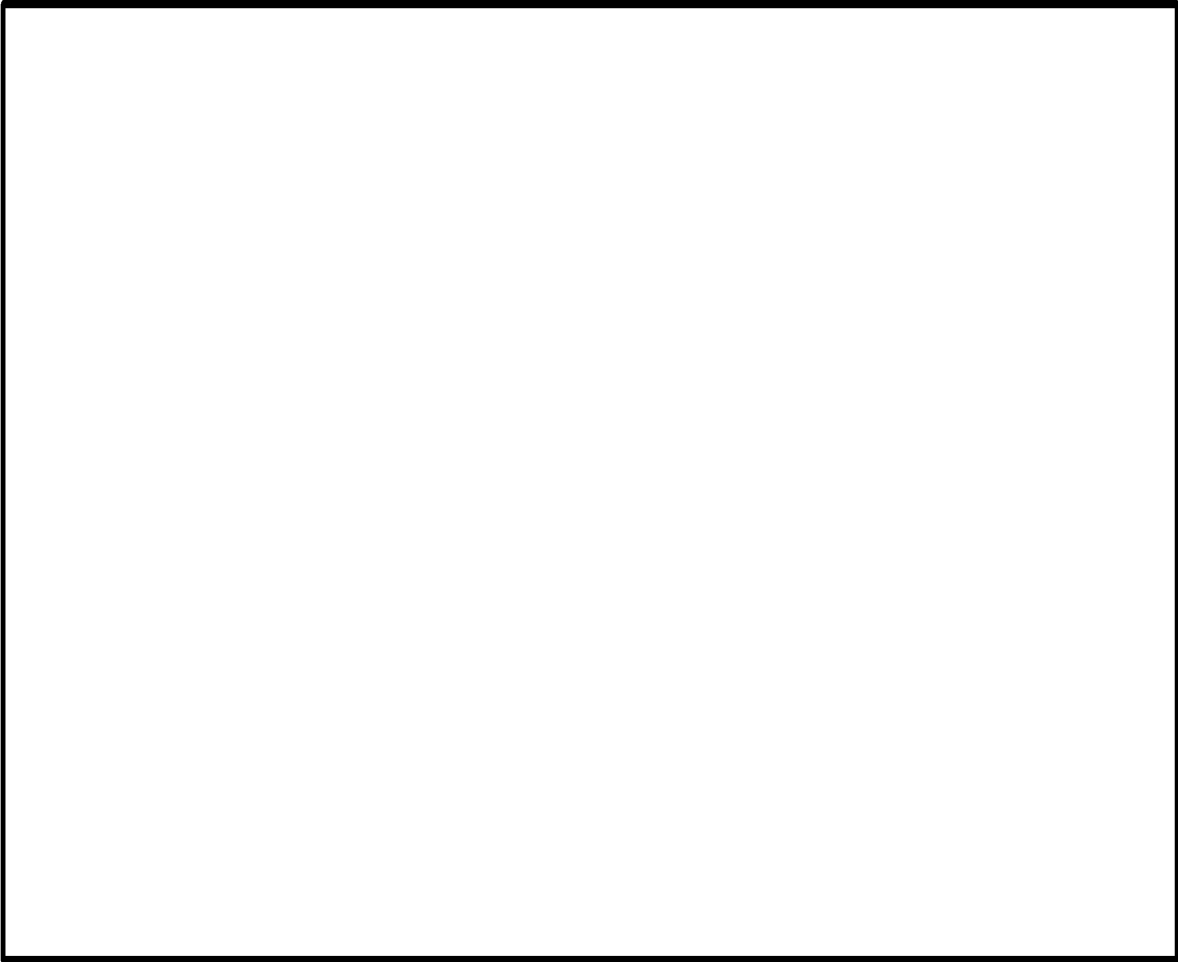
DC1 Drawdown

Project: USCIS Enterprise 2018 - SR-001654

12

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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BOE Summary by Task

(b)(4)



(b)(4)

BOE Summary by Task



BOM

(b)(4)

USCIS ENTERPRISE 2018 SR-001654 - TBD - BOM DETAIL



BOM SUMMARY

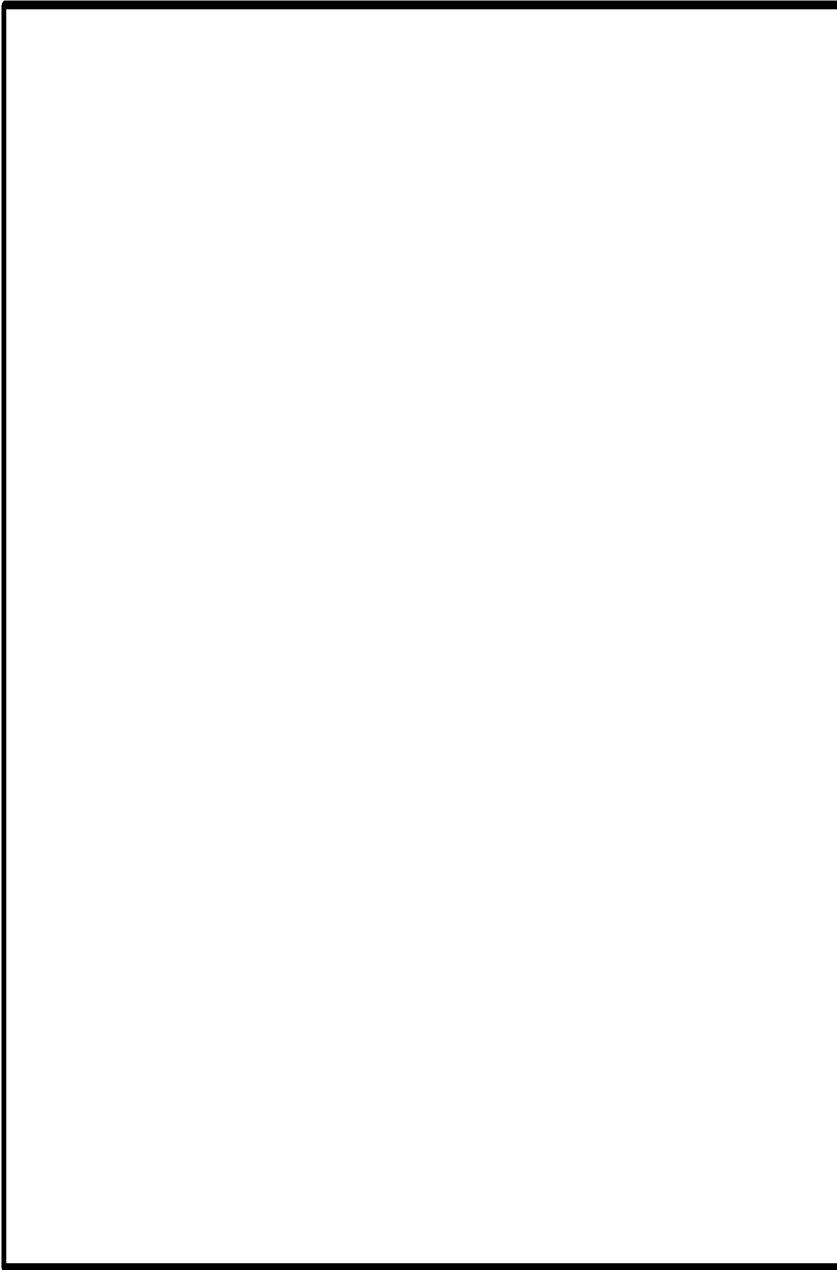
USCIS ENTERPRISE 2018 SR-001654 - TBD - BOM SUMMARY

(b)(4)



Travel Summary

(b)(4)



**Rough Order of Magnitude (ROM) for DC1 IDIQ Task Order:
New Task Order**

DHS Data Center (DC-1) Support Services Contract

HSQDC-16-D-00001

CSRA LLC

3170 Fairview Park Drive

Falls Church, VA 22042

Program Manager:

[Redacted]

Contracts:

[Redacted]

(b)(6)



Think Next. Now.

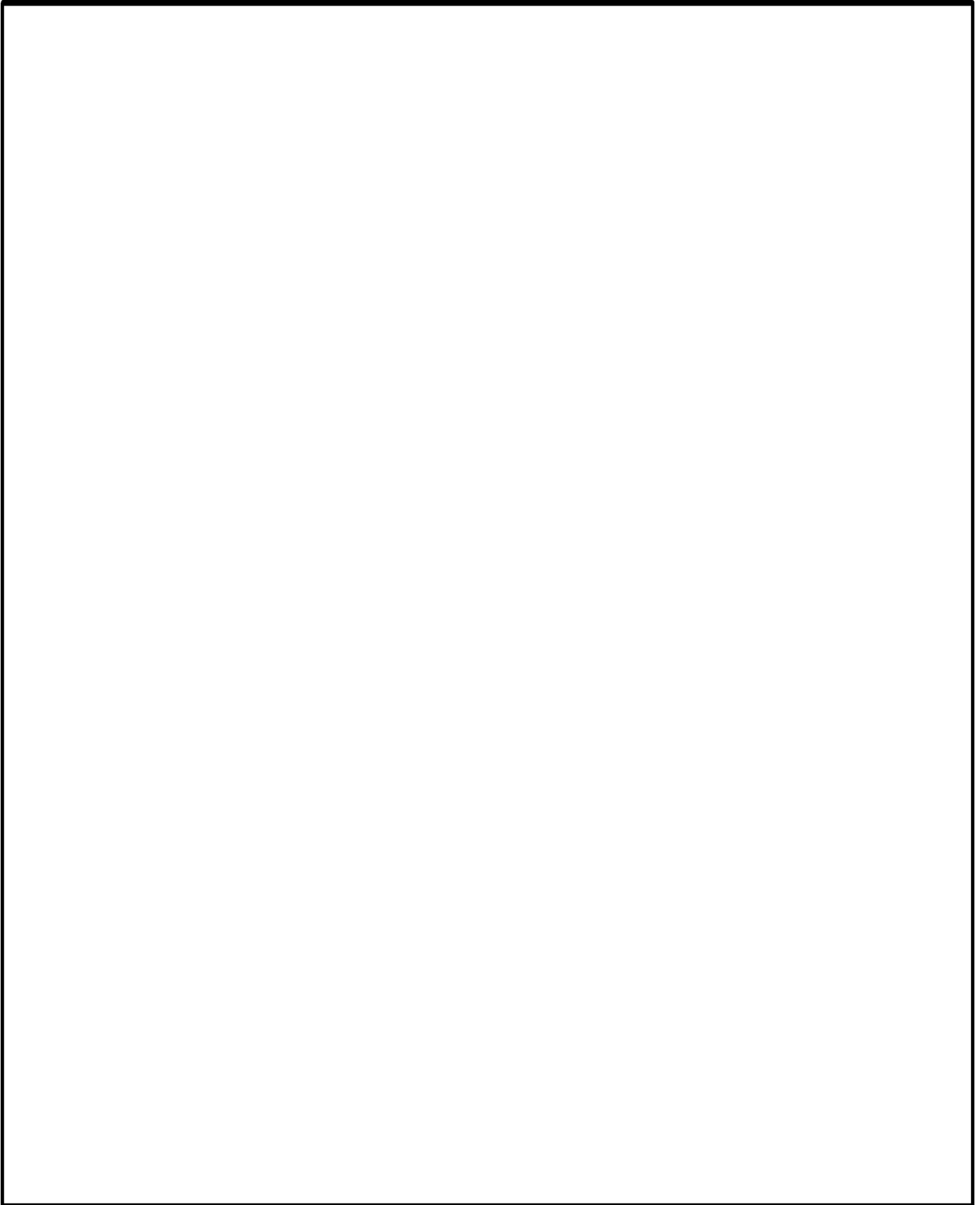
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(b)(4)

Assumptions and Declarations

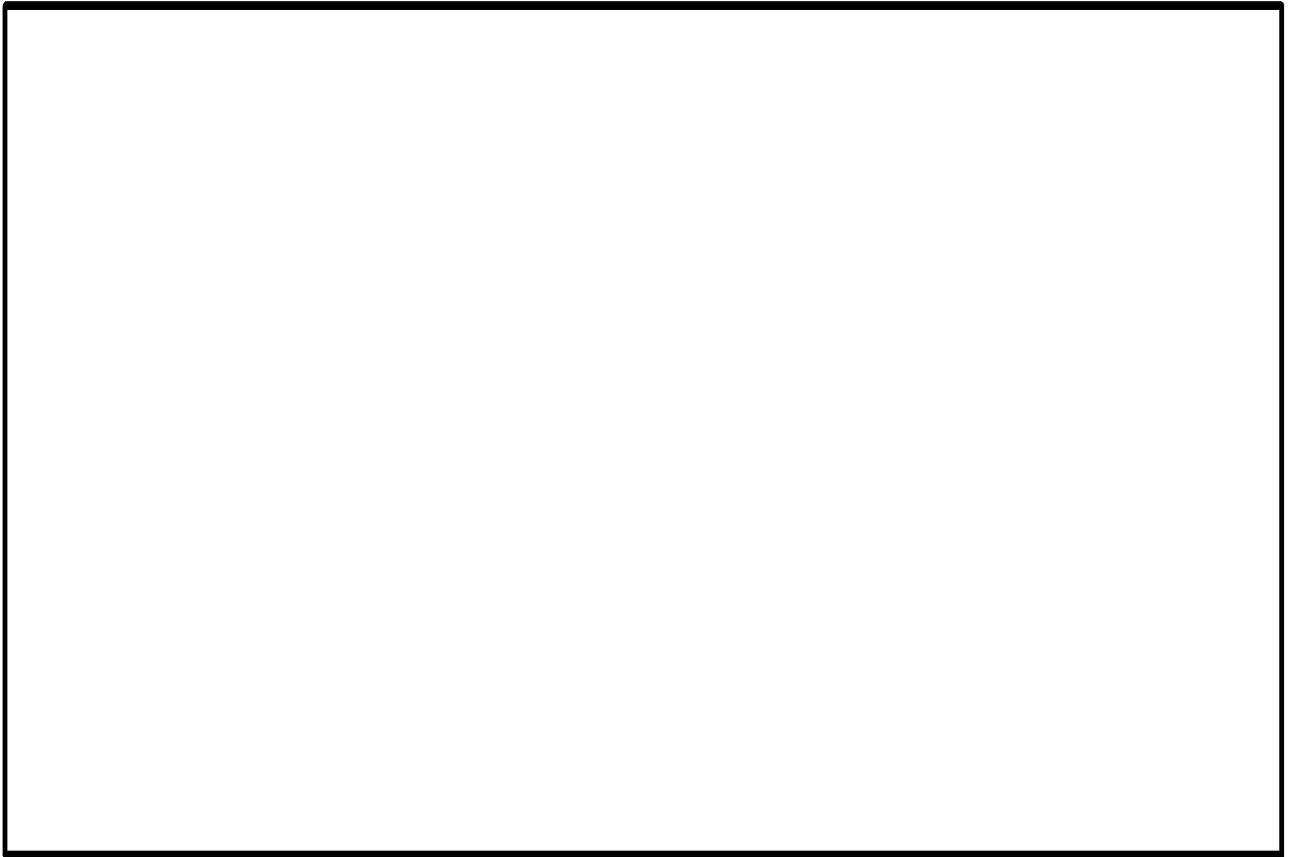
Project: USCIS Mainframe Maintenance (non-CA), SR-001771



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Assumptions and Declarations

(b)(4)



Cost Summary

(b)(4)

Project: USCIS Mainframe Maintenance (non-CA), SR-001771



DC1 Implementation

Project: USCIS Mainframe Maintenance (non-CA), SR-001771

1

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY2)
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DC2 Implementation

Project: USCIS Mainframe Maintenance (non-CA), SR-001771

1

(b)(4)

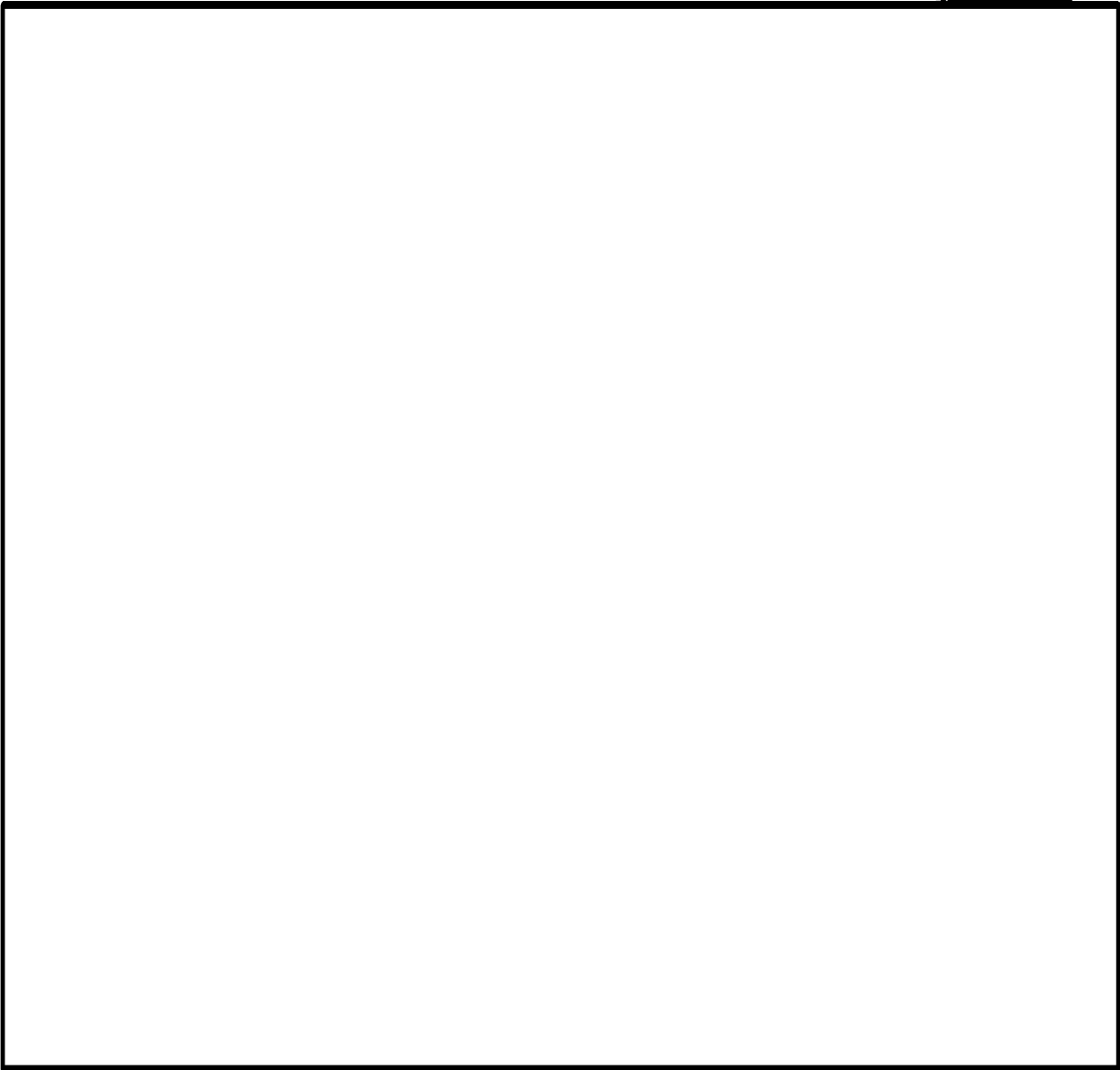
CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY2)
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BOM DETAIL

(b)(4)

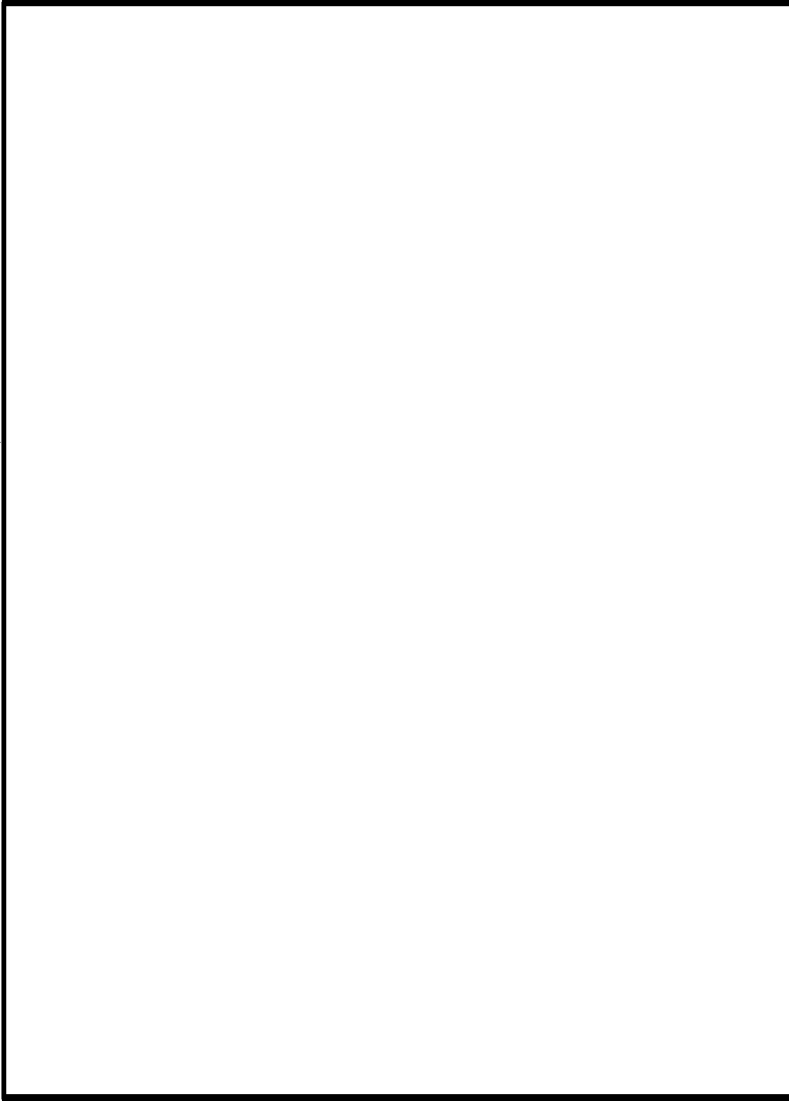
USCIS MAINFRAME MAINTENANCE NON-CA SR-001771 - TBD - BOM DETAIL



BOM SUMMARY

(b)(4)

USCIS MAINFRAME MAINTENANCE NON-CA SR-001771 - TBD - BOM SUMMARY



**Rough Order of Magnitude (ROM) for DC1 IDIQ Task Order:
ROM**

DHS Data Center (DC-1) Support Services Contract

HSQDC-16-D-00001

CSRA LLC

3170 Fairview Park Drive

Falls Church, VA 22042

Program Manager:



Contracts:



(b)(6)



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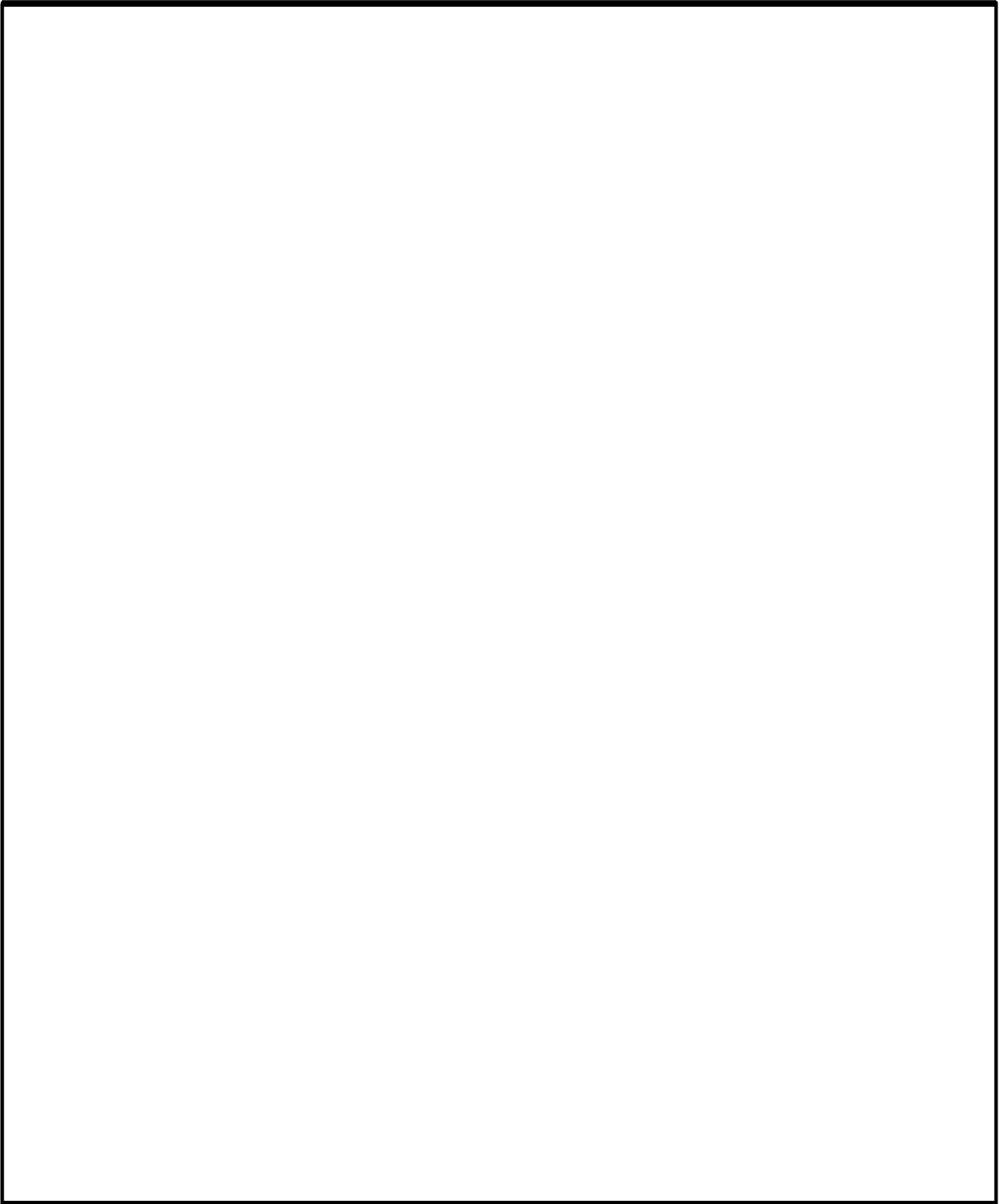
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Assumptions and Declarations

(b)(4)

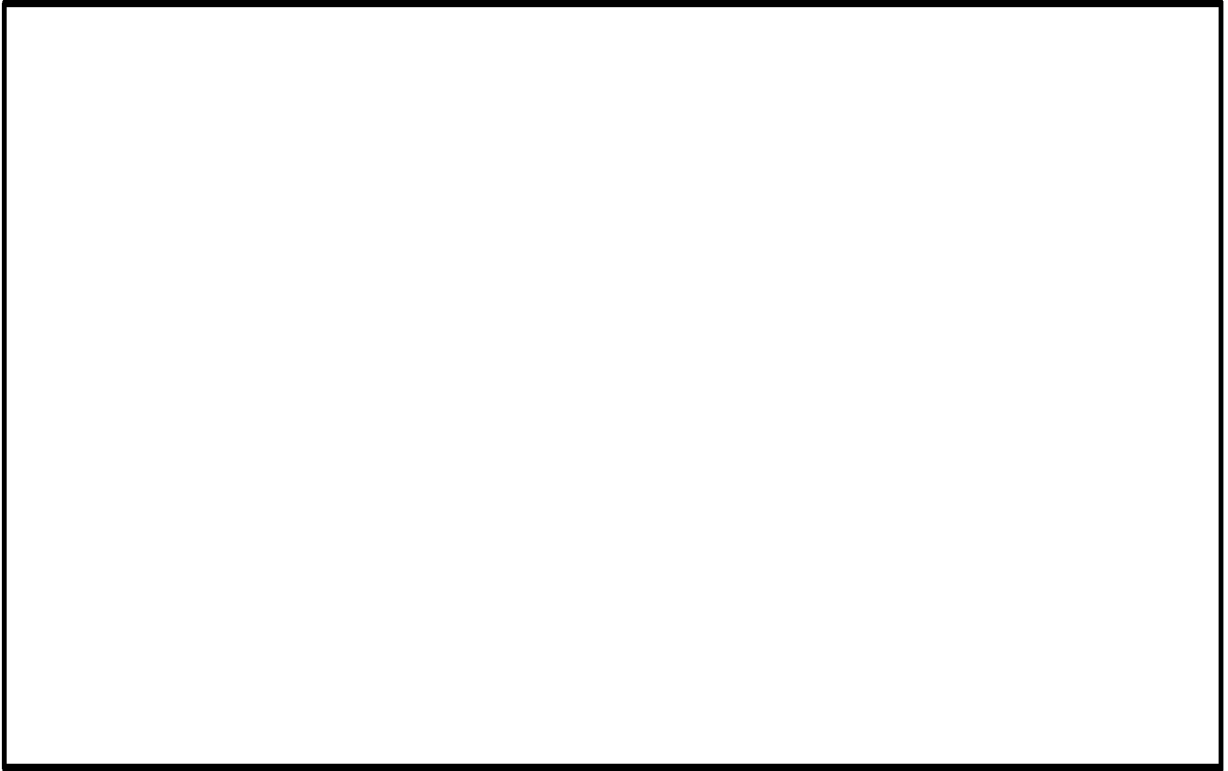
Project: USCIS HP Blade and FDNS OY3 - SR-001866



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(b)(4)

Assumptions and Declarations

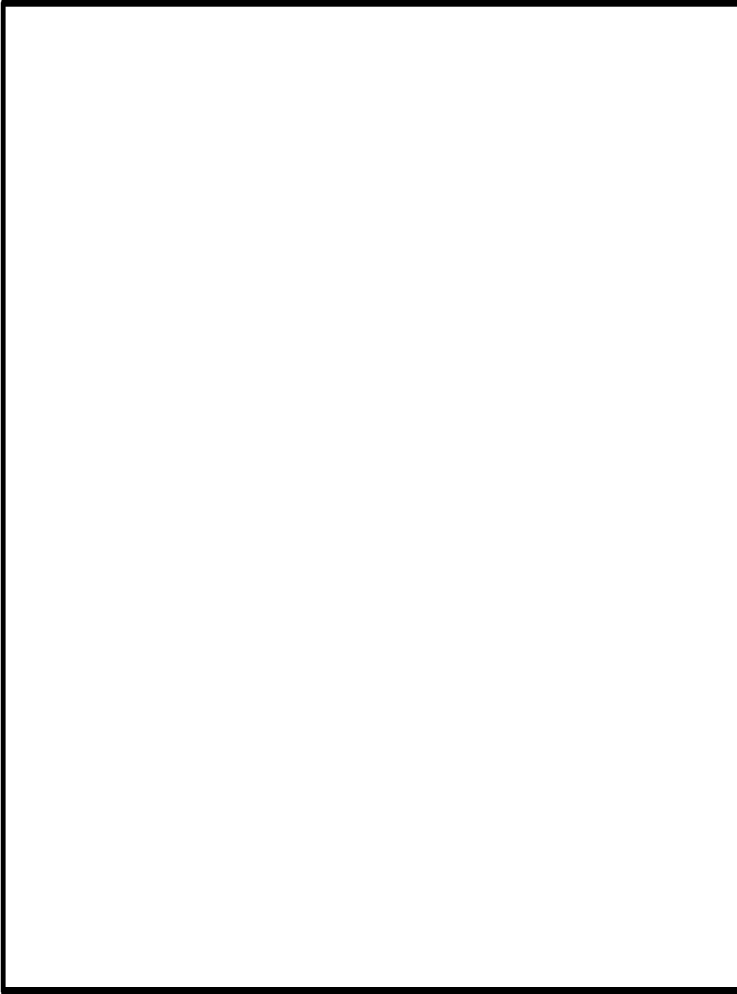


Cost Summary

Project: USCIS HP Blade and FDNS OY3 - SR-001866

(b)(4)

Funding Summary



DC1 O&M

Project: USCIS HP Blade and FDNS OY3 - SR-001866

6

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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Project: USCIS HP Blade and FDNS OY3 - SR-001866

1

(b)(4)

CLIN	Description	Qty	Unit	Cost Type	Unit Price	Planned Start mm/dd/yy	Months	Extended Price Option Period (OY3)
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