

ORDER FOR SUPPLIES OR SERVICES						PAGE OF PAGES	
IMPORTANT: Mark all packages and papers with contract and/or order numbers.						1	27
1. DATE OF ORDER 09/28/2018		2. CONTRACT NO. (If any) 70SBUR18A000000006		6. SHIP TO:			
3. ORDER NO. 70SBUR18F00000756		4. REQUISITION/REFERENCE NO.		a. NAME OF CONSIGNEE  Department of Homeland Security			
5. ISSUING OFFICE (Address correspondence to) USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403				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:				f. SHIP VIA			
a. NAME OF CONTRACTOR GENESIS CONSULTING PARTNERS LLC				8. TYPE OF ORDER			
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE		<input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 5207 HICKORY PARK DRIVE SUITE E				REFERENCE YOUR:		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
d. CITY GLEN ALLEN				e. STATE VA			
9. ACCOUNTING AND APPROPRIATION DATA See Schedule				10. REQUISITIONING OFFICE			
11. BUSINESS CLASSIFICATION (Check appropriate box(es))						12. F.O.B. POINT	
<input checked="" 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) 09/28/2018		16. DISCOUNT TERMS	
a. INSPECTION Destination		b. ACCEPTANCE Destination				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)	
	GSA Contract #: GS-35F-280AA DUNS Number: 828833215+0000  ----- Agile Coaching & Engineering Support (ACES) -----  Continued ...						
18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)	
21. MAIL INVOICE TO:							
a. NAME		See Invoicing Instructions				17(i) GRAND TOTAL	
b. STREET ADDRESS (or P.O. Box)							
c. CITY		d. STATE		e. ZIP CODE			
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

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ORDER NO.

09/28/2018

70SBUR18A00000006

70SBUR18F00000756

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	<p>This is a competitive acquisition conducted under the Department of Homeland Security (DHS) Services for Enabling Agile Delivery (SEAD), Blanket Purchase Agreement (BPA), to procure Agile Coaching and Engineering Support (ACES) for United States Citizenship and Immigration Services (USCIS), Office of Information Technology (OIT). The resulting order is for Time and Material (T&amp;M). The period of performance is for 12 months which includes 3 months of transition.</p> <div style="background-color: black; width: 360px; height: 100px; margin-top: 10px;"></div> <div style="background-color: black; width: 300px; height: 80px; margin-top: 10px;"></div> <div style="background-color: black; width: 240px; height: 20px; margin-top: 10px;"></div> <div style="background-color: black; width: 320px; height: 80px; margin-top: 10px;"></div> <div style="background-color: black; width: 240px; height: 20px; margin-top: 10px;"></div> <div style="background-color: black; width: 390px; height: 80px; margin-top: 10px;"></div> <div style="background-color: black; width: 270px; height: 20px; margin-top: 10px;"></div> <div style="background-color: black; width: 140px; height: 40px; margin-top: 10px;"></div> <div style="background-color: black; width: 270px; height: 20px; margin-top: 10px;"></div> <div style="background-color: black; width: 270px; height: 20px; margin-top: 10px;"></div>					

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

2

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AUTHORIZED FOR LOCAL REPRODUCTION  
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 348 (Rev. 4/2006)

Prescribed by GSA FAR (48 CFR) 53.213(f)

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

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ITEM NO.	SUPPLIES/SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
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## ORDER FOR SUPPLIES OR SERVICES SCHEDULE - CONTINUATION

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ITEM NO.	SUPPLIES/SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
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# **Statement of Work (SOW)**

## **Services for Enabling Agile Delivery (SEAD) Blanket Purchase Agreement (BPA) for Agile Coaching and Engineering Support (ACES)**

### **1 Title of Project**

Agile Coaching and Engineering Support (ACES), an order placed on the Department of Homeland Security's (DHS), Services for Enabling Agile Delivery (SEAD) Blanket Purchase Agreement (BPA), issued by U.S. Citizenship and Immigration Services (USCIS) Office of Information Technology (OIT).

### **2 Period of Performance**

The period of performance for this order consists twelve months which includes three months of transition.

A notice to proceed will be issued when at least 6 FTEs have been on-boarded and received either a favorable Fitness Decision or an authorized enter on duty (EOD) notification from the USCIS Office of Security and Integrity (OSI).

### **3 Place of Performance**

The principal place of performance shall be at the government site within the shared Agile Working Environment space located at 111 Massachusetts Ave, NW, Washington, DC. Consequently, government site rates are incorporated into this order.

Meetings and activities will 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.

Additional meeting locations may be requested outside the Washington, D.C. Metropolitan Area and a travel amount is provided in this order to support this requirement.

### **4 Project Background**

The SEAD BPA was put in place to support Agile software development throughout DHS by providing three levels of coaching: enterprise, processes and technical coaching.

USCIS is one of the DHS agencies charged with enforcement and administration of US immigration laws. USCIS makes adjudicative decisions on applications for immigration benefits, including immigrant visa petitions, naturalization petitions, and asylum and refugee applications. USCIS accomplishes this mission from geographically dispersed offices across the United States and the US territories of



Puerto Rico, the Virgin Islands, and Guam. The USCIS personnel who process applications for immigration benefits rely on a number of largely independent information systems developed over many years and incorporating differing architectures and technologies. USCIS is in the midst of a multi-year program to modernize and consolidate the systems used in processing immigration benefit applications.

## **5 Scope**

OIT has a requirement for Agile and DevOps coaching services to support the eProcessing initiative and efforts for enabling customer and product owner engagement. By 2020, USCIS must achieve end-to-end digital workflow processing, to include the ingestion of all applications and evidence through adjudication, decision making, and communication with applicants.

The contractor will supply agile coaching experts to serve as contributors to the successful implementation of an enterprise agile framework within and across the USCIS enterprise. The contractor will be part of an ecosystem, collaborating with federal employees and other contractors in a team based scaled agile approach to create a collaborative culture focused on delivering mission value in the most effective and efficient process possible. The contractor will demonstrate extensive ability and provide hands-on learning in the use of Lean, Agile and DevOps methods. The contractor will immerse themselves in the agile teams, personify a pioneering spirit, and apply innovative thinking in novel and unique situations.

USCIS requires Agile and DevOps coaching resources with required professional and technical experience that can immediately contribute in a collaborated team environment and support the Agency's desire to expand business and IT system solutions that are aligned to USCIS mission. DevOps support includes the Agency's eProcessing Initiative, specifically completing efforts necessary to help the Agency achieve the goals and objectives of the eProcessing Initiative via a variety of business and IT system solutions.

Agile and DevOps Coaches will facilitate consistency in Agile and DevOps culture and practices among its teams in order to provide a more uniform agile experience for its stakeholders and customers. The contractor will provide agile coaches with expertise in building team technical capabilities specific to eProcessing and the engagement of product owners and stakeholders. The contractor will assist in major programs and initiatives; educate the team in measuring success in the USCIS Agile/DevOps environment; and continuously identify and make recommendations that lead to USCIS' evolution to value delivery through agile practices. The government will oversee the techniques and approaches used and deliverables provided. The contractor's work shall result in the USCIS ACES team's ability to establish and instruct others on useful and practical agile processes.

As part of a successful agile adoption within USCIS, continuous learning must be applied across the organization. The contractor shall provide support for ongoing enterprise process improvement, definition of new and updated processes, and evaluating experiments for enterprise wide adoption.

The contractor is expected to provide, skilled, development, business, and enterprise coaches. Critical elements of the services being provided are:

- High productivity
- High quality work
- Collaboration and cooperation with other teams and participants
- Technical skills and expertise as necessary (see Technical Coaching below)
- Estimation and planning skills
- Innovation and creativity in problem solving
- Agile portfolio management
- Organizational change processes and management

## **6 Specific Tasks (CLINS 0004 through 0006)**

Contractor support services that assist in organizational and cultural change as a result of adopting Agile principles and practices are required to accomplish the following task areas which is required across all groups encompassed by the team composition:

### **6.1 CLIN 0004: Coaching Services for Transformation Delivery Division**

The specific tasks under this CLIN include:

- Maximize the use of Agile Lifecycle Management (ALM) and/or team collaboration tools provided by DHS and USCIS to disseminate knowledge and engage in dialogues;
- Provide recommendations and plans of action to remove or mitigate impediments
- Implement mitigation impediment strategies
- Conduct hands on workshops and exercises to inform leadership of Agile and DevOps basics and best practices
- Provide support for organizational change and transformation in an Agile/DevOps environments.
- Recommend and document value-add processes, practices, techniques, etc. that aids in developing agency-wide policies, principles, and guidelines supporting the ongoing transition to agile methodologies
- Point Papers, white papers, briefings, presentations, background studies, ad hoc reports
- Identify existing processes and best practices to make sure the correct subject matter experts (SME)s are involved.
- Provide hands-on guidance for team collaboration tools and the technical body of knowledge

## **6.2 CLIN 0005 Coaching Services for Office of Customer Engagement (OCE)**

The specific tasks under this CLIN include:

- Collaboration between and across Business Services and IT Services
- Support individuals on agile culture and practices to facilitate team proficiencies and value production
- Provide team-to-team agile collaboration support
- Problem solving facilitation
- Promote and support self-organizing teams
- Recommend best practices from the various agile methodologies to address emergent needs.
- Provide hands-on mentoring in the implementation of agile practices and processes to address emergent needs (e.g., Kanban, Scrum, Lean)
- Drive frequent inspection of current agile techniques/practices
- Spearhead continuous process improvement and document recommendations and results/findings

## **6.3 CLIN 0006 Coaching Services for Office of Information Technology**

The specific tasks under this CLIN include:

- Document quarterly Program Management Review (PMR) (see Section 7 Deliverables)
- Document weekly status and progress
- Document Lessons Learned
- The contractor shall provide technical coaching that promotes repeatable, sustainable and maintainable solutions for the continuous delivery of software.
- Provide strategic planning, develop and implement scalable, reliable and resilient Development and Operations (DevOps) solutions to support the enterprise
- Analyze and support new and emerging technology such as clustering, scheduling, workload balancing, delivery and monitoring in cloud computing environments
- Assist in cloud strategy and migrations, Continuous Integration/Continuous Delivery (CI/CD) pipeline standards and implementations, and plan for transforming infrastructure into services enabling continuous delivery
- Review, evaluate and experiment with new and emerging tools and technology on an as-needed basis. Present and report on results and where applicable, integrate into USCIS projects.
- Review, evaluate and experiment with new and emerging tools and technology on an as-needed basis.
- Present and report on results of new and emerging tools and technology reviews, evaluations and experiments

- Where applicable, integrate new or emerging tools and technology into the agency across the enterprise.
- Collaborate with development teams and appropriate groups to develop headless, reusable platform solutions that can be leveraged by other development teams.
- Assist project teams and other agency programs/projects teams with executing test automation scripts cleanly in the Continuous Integration/Continuous Delivery pipeline
- Assist project teams in integrating the automated tests with the development lifecycle with consideration for CI/CD pipeline
- Identify and apply solutions and approaches for simplifying, decomposing and refactoring applications for high scalability and faster deployments (e.g. microservices, containers, pipelines)
- Possess strong technical skills with the USCIS technical landscape including but not limited to:
  - Infrastructure Automation
  - Deployment automation and orchestration tools such as Ansible or Chef
  - Terraform, Bash, Powershell, Perl, Ruby, JavaScript and Python
  - J2EE, Hibernate, Spring, Database Skills (RDMS)
  - Microservices, Docker and OpenShift
  - Groovy, KAFKA, Apigee, Eclipse, GIT, Gradle, Jenkins
  - Cloud service providers such as AWS, Azure and GCP

## **7 Transition-In (CLIN 0001 through 0003)**

The first 90 days of this order will be the transition period, during which time the contractor is expected to execute the incoming Transition Management Plan. The Government will conduct a Project Orientation Briefing within seven business days of Contract Award. Contractor Personnel in Key Positions shall be available at the start of the order.

The incoming transition phase shall consist of those actions, plans, procedures, and timelines necessary to ensure a smooth transition from the order start date to full operational status by the Contractor. The transition-in period shall begin at the date of the order award and shall conclude approximately 90 days later. In order to accomplish this, the contractor shall provide a Transition Management Plan that is ready to begin at the order award. The plan shall document strategic approach, identify equipment, establish milestones and schedule of events, identify transition risks and risk mitigation, define knowledge transfer approach and system turnovers. The Transition Management Plan shall transition work with no disruption in operational services. Upon completion of the transition-in period, the contractor shall assume full operating accountability and responsibility. The Transition Management Plan and support shall address the following tasks at a minimum:

- Inventory of all government furnished equipment (GFE) and government furnished property (GFP) in contractor possession, see applicable order clauses
- Documentation Transfer; currently in process at the time transition
- Transfer of all software coding in process at the time of transition
- Identification and completion of all security packages to the Contracting Officer Representative (COR) within thirty (30) calendar days from the receipt of award.

As part of the transition period, the contractor shall, in collaboration with the Government PM and COR, develop and document, define the process and guidelines for all communication between the contractor and the Government. This process will include specific guidance to be instituted across the order effort on proper mechanisms (such as email and face to face meetings) and processes for formal communication between the Government Task Lead/PM, COR, and Government stakeholders. The Transition Management Plan document shall establish an approach agreed upon by the following parties: Government Task Lead/PM, COR and the Contractor. The Transition Management Plan – Final will be updated when necessary as the approved by the COR and PM, 30 days after receipt of order.

## **8 Deliverables**

The contractor shall submit electronic copies of document deliverables that are indicated in Table 1 below to the Contracting Officer (CO) and Contracting Officer Representative (COR) via e-mail in the format specified. All document deliverables shall be made by 4:30 pm ET 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.

The contractor shall provide standard and ad hoc reports that support the order management, as described below:

### **8.1 Performance and Expenditure Report (PER)**

The PER shall contain a narrative of the month's activities and resources expenditures, as this is a time and materials order expenditure reporting is required in accordance with the terms in the order:

#### **8.1.1 Quarterly Program Management Review (PMR)**

The PMR is a formal meeting that includes the Government Program Manager (PM), COR, contractor PM and others as necessary. The contractor PM shall schedule the PMR, document and present major accomplishments, major milestones/deliverables, significant progress, program risks and expenditures.

Resource expenditures track funds expended during the reporting period and their purpose in order to understand the burn rate and provide fiscal accountability to external stakeholders. Reporting of resource expenditures shall conform to the format provided in the Invoicing Instructions.

### 8.1.2 Status Briefings

As required by the COR, the contractor shall attend meetings with the COR and/or other USCIS stakeholders in order to review work accomplished, work in progress, plans for future work and status, and issues pertinent to the performance of work tasks that require USCIS attention. The meetings may be scheduled regularly or may be ad hoc.

In the event the government requires additional information related to contract technical, cost, or schedule performance, risks, resources, or any contract-related data, the contractor shall provide this report information in the format requested by the government. Requests for ad hoc reporting may vary in scope and complexity and may require the contractor to attend OIT meetings to obtain required information, review and research applicable documentation, and extract applicable database information required to assemble the ad hoc report.

**Table 1: Deliverables**

<b>Deliverable</b>	<b>Frequency</b>	<b>Acceptable Format</b>	<b>Associated CLINS</b>
Transition Management Plan	Once; Due at Kick-off	MS Word, MS Excel, PowerPoint	CLIN0004 CLIN0005 CLIN0006
Program Management Review Briefing	Quarterly	PowerPoint or PDF	CLIN0004 CLIN0005 CLIN0006
Weekly Status Reports	Weekly	Collaboration tool, MS Word, MS Excel, PowerPoint, PDF	CLIN0004 CLIN0005 CLIN0006
Point Papers, white papers, briefings, presentations, background studies, ad hoc reports	As directed/needed to meet tasks outlined in this SOW.	MS Word, MS Excel, PowerPoint	CLIN0004 CLIN0005 CLIN0006
Invoice/Suppo	5 <sup>th</sup>	PDF	CLIN0004

<b>Deliverable</b>	<b>Frequency</b>	<b>Acceptable Format</b>	<b>Associated CLINS</b>
rting T&M information	Calendar day of each month		CLIN0005 CLIN0006
Program Expenditure Report (PER)	5 <sup>th</sup> Calendar day of each month	MS Word, MS Excel	CLIN0004 CLIN0005 CLIN0006
Status Briefing	Regularly or Ad Hoc	Collaboration tool, MS Word, MS Excel, PowerPoint, PDF	CLIN0004 CLIN0005 CLIN0006

## 9 Travel

If the Government requires in writing the contractor to travel during the period of this order to a location more than (50) miles from any of the locations listed in section 3 above for the convenience of the Government, costs for transportation, lodging, meals, and incidentals expenses incurred by the contractor will be treated as a reimbursable at cost item under the order's travel CLIN subject to the limitations contained in the Federal Travel Regulations, the Federal Civilian Employee and Contractor Travel Expenses Act of 1985 (Public Law 99-234), and FAR Part 31. The contractor must obtain approval from the COR (electronic mail is acceptable) prior to making any travel arrangements.

## 10 Government Furnished Information/Equipment

Upon the contractor's request that a contractor employee be granted access to a Government automated system and the Government's approval of the request, the Government will issue the following equipment to that employee by hand receipt:

<b>Description</b>	<b>Qty.*</b>
MacBook Pro Laptop or equivalent Laptop	11
Asset Tag	11
Laptop carrying case	11
Laptop locking cable	11

\*The quantity of 11 is an estimate only and will be adjusted after award.\*

- The Government will issue this equipment to no more than 11 contractor employees.\*

- The contractor is responsible for all costs related to making this equipment available for use, such as payment of all transportation costs. The contractor bears full responsibility for any and all loss of this equipment, whether accidental or purposeful, at full replacement value.
- This equipment will be provided on a rent-free basis for performance under this order. It shall not be used for any non-contract or non-governmental purpose. The contractor shall ensure the return of the equipment immediately upon the demand of the contracting officer or the end of the order period of performance.

### **Accessibility Requirements (Section 508)**

When providing agile coaching services, contractors shall guide agile project teams to ensure applicable Section 508 standards are:

- Identified and addressed through user stories
- Included in the product backlog
- Addressed in sprint planning
- Included in the “definition of done”
- Validated through testing using DHS approved test methods (published at <https://www.dhs.gov/compliance-test-processes>)
  - DHS Trusted Tester Methodology (for web and software)
  - DHS Microsoft Office and PDF Section 508 Test Guidelines
- Addressed in Sprint Reviews
- Validated as fully addressed prior to system production release



## **CONTRACT CLAUSES**

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**ALL OF THE GSA SCHEDULE 70 AND SEAD BPA CLAUSES/TERMS AND CONDITIONS ARE APPLICABLE TO THE RESULTANT ORDER.**

### **FAR 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 this address:

<https://www.acquisition.gov>

(End of clause)

### **FAR 52.203-19 Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017)**

### **FAR 52.232-39 Unenforceability of Unauthorized Obligations (Jun 2013)**

### **HSAR 3052.205-70 Advertisements, Publicizing Awards, and Releases (Sep 2012)**

### **POSTING OF CONTRACT (OR ORDER) IN FOIA READING ROOM**

(a) The Government intends to post the contract (or order) resulting from this solicitation to a public FOIA reading room.

(b) Within 30 days of award, the Contractor shall submit a redacted copy of the executed contract (or order) (including all attachments) suitable for public posting under the provisions of the Freedom of Information Act (FOIA). The Contractor shall submit the documents to the USCIS FOIA Office by email at [foiaerr.nrc@uscis.dhs.gov](mailto:foiaerr.nrc@uscis.dhs.gov) with a courtesy copy to the contracting officer.

(c) The USCIS FOIA Office will notify the contractor of any disagreements with the Contractor's redactions before public posting of the contract or order in a public FOIA reading room.

### **INVOICE REQUIREMENTS**

(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 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**

**Williston, VT 05495**

#### **FINAL PAYMENT**

As a condition precedent to final payment, a release discharging the Government, its officers, agents and employees of and from all liabilities, obligations, and claims arising out or under this contract shall be completed. A release of claims will be forwarded to the contractor at the end of each performance period for contractor completion as soon thereafter as practicable.

**U.S. Citizenship and Immigration Services  
Office of Security and Integrity – Personnel Security Division**

**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 31<sup>st</sup> 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](mailto: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*.

**U.S. Department of Homeland Security**  
U.S. Citizenship and Immigration Services  
*Office of Contracting*  
70 Kimball Ave  
South Burlington, VT 05403



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

## Memorandum

TO: File

FROM: Chad R. Parker, Contracting Officer

SUBJECT: Identification of Contract/Order Points of Contact

Pursuant to FAR 4.803(a) and 4.803(b), this memorandum serves to identify the points of contact for contract/order 70SBUR18A00000006/70SBUR18F00000756. Effective 09/28/2018, the following individuals shall assume administrative duties in the roles identified below.

Name	Title	Email	Phone
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]