

SECTION C – STATEMENT OF WORK

C.1 General

C.1.1 Objective

Information Technology (IT) support services represent a significant portion of the DHS' IT budget. The primary goal of this acquisition is to establish the next generation of the EAGLE suite of IDIQ contracts for IT support services that will enable DHS business and program offices to accomplish their mission objectives. The acquisition, and resulting multiple award contracts will collectively be referred to as EAGLE II, and are designed to offer a broad range of services, solutions, and contract types to fulfill the majority of component and departmental IT services needs. This Statement of Work (SOW) defines the comprehensive functional service categories for EAGLE II. Specific requirements will be further identified and defined at the TO level.

C.1.2 Scope

The Contractor shall provide the full range of IT services, technical and management expertise, and solution-related enabling products in one of the functional categories (FCs) to meet the mission needs of the DHS. As identified in individual task orders, information technology solutions/capabilities will support DHS on a world-wide basis. The Contractors shall furnish the necessary personnel, materials, equipment, facilities, travel, and other services required to satisfy the ordered IT capabilities and solutions. While the SOW identifies the functional categories, the suite of resulting contracts is intended to satisfy the full range of IT related requirements. With the pace of change it is impossible to anticipate how IT requirements and individual programs will evolve over the life of the contracts. It is intended that the EAGLE II contract remains current and continues to provide the full range of IT capabilities/solutions and emerging technologies throughout its life. The scope of each individual IDIQ contract will be based upon the functional category for which the Contractor proposed and is selected with specific tasks to be set forth in the TOs.

Unrestricted Track and Small Business Track:

- FC1 – Service Delivery (including Integration, Software Design/Development, and Operations and Maintenance)
- FC2 – Information Technology Program Support Services
- FC3 – Independent Test, Validation, Verification, and Evaluation (IV&V)

C.1.3 Contract and Task Order Management

Contract and TO management is a mandatory element for all task orders placed under the EAGLE II contract. The objective of contract and TO management is to provide the program management, project control and contract administration necessary to manage a high volume, multiple contract type TO process for a large, diversified team so that the cost, schedule and quality requirements of each order are tracked, communicated to the Government, and ultimately attained. The use of commercially available automated tools and the application of expertise on processes and metrics that support task order management is encouraged to achieve the above

objectives. The objective of the tools is to provide quicker access, improved accuracy, and enhanced accessibility for Contractors/clients, real-time monitoring of status/deliverables, tracking the quality of work products and gauging overall customer satisfaction.

C.2 Functional Categories (FC)

The Contractor shall furnish the full range of solutions and services necessary to meet requirements of this contract and individual TOs as related to the functional categories described below. All solutions and services must meet DHS policies, standards, and procedures as identified by individual TOs (e.g. enterprise architecture, information assurance, and personnel, physical and system security).

C.2.1 Functional Category 1 – Service Delivery

The purpose of FC1 is to provide a full range of services and products in support of developing, implementing, and maintaining technology to support the DHS mission and business functions across the entire lifecycle of a program. Services include:

C.2.1.1 System Design, Development, Implementation, and Integration

The Contractor shall provide any and all phases of system design and development through deployment to ensure DHS IT solutions will enable users to meet mission goals and objectives. These efforts include the full range of infrastructure engineering design, development, implementation and integration, including, but not limited to, concept development, planning, requirements definition and analysis, systems design and development, integration, implementation, deployment, connectivity, wiring and cabling.

C.2.1.2 Software Design and Development

The Contractor shall provide any and all phases of software design and development including deployment to ensure DHS applications and databases will enable users to meet mission goals and objectives. These efforts include the full range of software design, development, implementation and integration, including, but not limited to, concept development, planning, requirements definition and analysis, software design and development, coding and testing, production, deployment, implementation, integration, and software application maintenance.

C.2.1.3 Operations and Maintenance

The Contractor shall provide any and all operations and maintenance (O&M) solutions, processes, and procedures necessary to sustain systems within the DHS Enterprise at the highest levels of service and availability consistent with cost, schedule, and performance objectives. These solutions may be required across the DHS Infrastructure, to include, but not limited to, the following operational areas: Help Desk and Field Support Services (e.g., Desk-side support and LAN Administration), Network and Security Operations, and Collaboration Services (e.g., E-mail, Voice, Video Services, Wiring and Cable). This requirement includes the full range of O&M solutions, from maintaining and upgrading individual pieces of hardware and software to full managed service solutions.

C.2.2 Functional Category 2 – Information Technology Program Support Services

The Contractor shall provide the full range of business and technical management services in support of DHS offices or programs. These services encompass all areas of IT policy and planning including, but not limited to, capital planning, strategic planning, workforce planning, budget execution, performance management, enterprise architecture, data management, information sharing, information security, training, enterprise resource management, business process re-engineering, IT transformation and strategy, organizational change management, and program management office support.

C.2.3 Functional Category 3 – Independent Test, Validation, Verification, and Evaluation (IV&V)

The Contractor shall provide independent test, validation, verification, and evaluation solutions to ensure that all IT products and services meet DHS standards, and are performing to defined design, cost, schedule and performance specifications/capabilities. The Contractor shall provide best practices, technologies, tools, and support to quality and operational assessments, integration testing and system test and evaluation, including security certification and accreditation, for IT systems. The Contractor shall also provide independent verification and validation through the monitoring and evaluation of projects through activities such as, but not limited to, assessments, process and procedure audits, project and performance management, and systems analysis and design.

The Contractor shall provide independent test, validation, verification, and evaluation solutions to ensure that all IT products and services meet DHS security standards, and are tested and evaluated in accordance with all Federal security requirements, e.g., Defense Information Technology Security Certification & Accreditation Process (DITSCAP), National Information Assurance Certification and Accreditation (NIACAP), National Industrial Security Program Operating Manual (NISPOM), Department of Justice (DOJ) Directives, National Institute of Standards and Technology (NIST), etc. The Contractor shall also provide independent verification and validation for all aspects of systems security as it relates to Government practices, policies, and procedures, such as risk analysis and the development of recommendations and implementations, as well as plans for new procedures and changes to existing systems. Areas may include development and implementation, transition and verifications, testing plans for installing new security-related products within the existing client organization technology infrastructure, and mitigation strategies and mitigation activities for residual risks identified for specific organizations or systems.

(End of Section C)