FALCON System Requirements Overview

Prepared by: [b](6); [b](7)(C) Management and Program Analyst / FALCON Contracting Officer's Representative
ICE – HSI – Information Systems and Infrastructure

[b](7)(E)
The FALCON program oversees ICE HSI’s end-to-end analytic platform, introduced to the field in December, 2012. The FALCON program enables HSI to adopt a data-driven approach to decision making, planning, and operations. Using the FALCON program, HSI can mitigate cyber threats, monitor and disrupt criminal and terrorist activities, and bolster secure and ethical information sharing across departments.
(b)(7)(E)
FALCON Requirements: Operations and Maintenance Services

- Tier 1 Help Desk Support and Tier 2 & 3 Software Support, to include system patching and optimization, software version updates, and resolution of security breaches and system malfunctions.

- Operational Support of data interfaces, to include maintenance and optimization of the data pipelines which feed data from 75+ data sources into the FALCON system.

- System Administration and Configuration Management, to include monitoring of system resource utilization, disk storage utilization, identification of corrupt files or processes, system archiving, data archiving, performing application backups, and updating baselines.

- Provision of online training materials, desk-side support to field and HQ users, and FALCON training of various tactical units within HSI.

- Provision of system hardware to support approved system expansion and growth of user base.

- Deployment of FALCON Mobile to approximately 7,000 Special Agents by March 13, 2016.
At the beginning of contract years 2015-16, 2016-17, and 2017-18, HSI and Contractor shall agree upon a Statement of Outcomes, five Major System Changes to be completed as of the close of that contract year. Major System Change Requests (SCRs) are defined as those requiring 500 or more man hours of system engineering. The five Outcomes/Major SCRs may be either large new data sets to be ingested, major new features, major enhancements to existing data sets or new workflows to address a particular problem. If five Major SCRs cannot be identified by HSI management, then an equivalent combination of smaller data sets or program enhancements shall be proposed. Unforeseen needs will be accommodated; should HSI management decide within the first six months of a contract year that a new data set or feature takes precedence over those already identified, HSI will select which of the five Outcomes shall be replaced by the new, higher priority data set or feature. Contractor will provide sufficient additional software/hardware to ensure that system performance is not degraded from baseline levels due to the addition of new features/data sets/user groups.
Page 2311

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WIF Draft (b)(6)

of the Freedom of Information and Privacy Act
Page 2313

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WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2317

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WIF Draft: (b)(6)

of the Freedom of Information and Privacy Act
Page 2318

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2321

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WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2322

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WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2324
Withheld pursuant to exemption
WIF Draft: (b)(5)
of the Freedom of Information and Privacy Act
Page 2326
Withheld pursuant to exemption
WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2330

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2332
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WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
FALCON OPERATIONS & MAINTENANCE SUPPORT

Performance Work Statement

August 13, 2013

Homeland Security Investigations (HSI)
Mission Support
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WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
Page 2336
Withheld pursuant to exemption
WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2339

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2340

Withheld pursuant to exemption

WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2341
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WIF Draft (b)(6)
of the Freedom of Information and Privacy Act
Page 2343

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2345

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2347
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of the Freedom of Information and Privacy Act
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Page 2352

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of the Freedom of Information and Privacy Act.
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2365

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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2371

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of the Freedom of Information and Privacy Act
Page 2372
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of the Freedom of Information and Privacy Act
Page 2373
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WIF Draft: (b)(5)
of the Freedom of Information and Privacy Act
Page 2374

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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2378

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of the Freedom of Information and Privacy Act
Page 2880

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WIF Draft (b)(6)

of the Freedom of Information and Privacy Act
FALCON OPERATIONS & MAINTENANCE SUPPORT
Performance Work Statement

September 320, 2013

Homeland Security Investigations (HSI)
Mission Support
Page 2382

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2384
Withdrawn pursuant to exemption
WIF Draft (b)(6)
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption
WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
Page 2386

Withheld pursuant to exemption

WIF Draft; (b)(5)

of the Freedom of Information and Privacy Act
Page 2388

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
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WIF Draft: (b)(5)
of the Freedom of Information and Privacy Act
Page 2390

Withheld pursuant to exemption
WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2903
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of the Freedom of Information and Privacy Act
Page 2400

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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2410

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of the Freedom of Information and Privacy Act
Page 2412
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of the Freedom of Information and Privacy Act
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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2414

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of the Freedom of Information and Privacy Act
Page 2415

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WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2416
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WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
Page 2418

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2427

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2429

Withheld pursuant to exemption

WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
FALCON OPERATIONS & MAINTENANCE SUPPORT
Performance Work Statement

September 20, 2013

Homeland Security Investigations (HSI)
Mission Support
Page 2431
Withheld pursuant to exemption
WIF Draft (b)(5)
of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2436

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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2442

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of the Freedom of Information and Privacy Act
Page 2444

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of the Freedom of Information and Privacy Act
Page 2445

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Page 2447

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Page 2454
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of the Freedom of Information and Privacy Act
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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2459
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of the Freedom of Information and Privacy Act
Page 2460

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of the Freedom of Information and Privacy Act
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WIF Draft: (b)(5)

of the Freedom of Information and Privacy Act
Page 2463

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2464
Withheld pursuant to exemption
WIF Draft (b)(6)
of the Freedom of Information and Privacy Act
Page 2466
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of the Freedom of Information and Privacy Act
Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2470

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of the Freedom of Information and Privacy Act
Page 2472
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of the Freedom of Information and Privacy Act
Page 2473

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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2474

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of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2477

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FALCON OPERATIONS & MAINTENANCE SUPPORT

ACQUISITION PLAN

Draft Version 0.1

March 27, 2013

Homeland Security Investigations (HSI)
Mission Support
Page 2479

Withheld pursuant to exemption

WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
Page 2480

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of the Freedom of Information and Privacy Act
Page 2483
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of the Freedom of Information and Privacy Act
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WIF Draft (b)(5)

of the Freedom of Information and Privacy Act
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of the Freedom of Information and Privacy Act
Page 2496
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of the Freedom of Information and Privacy Act
FALCON OPERATIONS & MAINTENANCE SUPPORT

ACQUISITION PLAN

April 29, 2013

Homeland Security Investigations (HSI)
Mission Support
FALCON OPERATIONS & MAINTENANCE SUPPORT

GSA SCHEDULE 70 TASK ORDER
ACQUISITION PLAN

AP # HSICE-13-26

Submitted by:

Contracting Officer Representative (COR)

Date

REVIEW:

Contracting Officer

Date

REVIEW:

Deputy Assistant Director

Date

REVIEW:

Acting Competition Advocate

Date

APPROVAL:

Acting Head of Contracting Activity

Date
SECTION A. ACQUISITION BACKGROUND AND OBJECTIVE

A1. STATEMENT OF NEED
A2. APPLICABLE CONDITIONS

A3. COST

A4. CAPABILITY OR PERFORMANCE
A5. DELIVERY OR PERFORMANCE PERIOD REQUIREMENTS

A6. TRADE-OFFS

A7. RISKS
A8. ACQUISITION STREAMLINING

SECTION B. PLAN OF ACTION

B1. SOURCES
B2. COMPETITION AND VENDOR ENGAGEMENT STRATEGY
B3. SOURCE SELECTION PROCEDURES

B4. CONTRACT TYPE SELECTION
B5. ACQUISITION CONSIDERATIONS
B6. BUDGETING AND FUNDING

SOURCE SELECTION INFORMATION - SEE FAR 3.104
B7. PRODUCT OR SERVICE DESCRIPTIONS
B8. PRIORITIES, ALLOCATIONS, AND ALLOTMENTS

DPAS rating is not applicable to this program.

B9. CONTRACTOR VERSUS GOVERNMENT PERFORMANCE

An assessment of contractor support services, included in the contract file under tab 1-12, was completed and was determined that none of the functions to be performed under the PWS are inherently governmental.

B10. INHERENTLY GOVERNMENTAL FUNCTIONS

This task order does not include contractor support for Inherently Governmental functions, as defined in FAR Part 7.5. The contract file has been documented with a determination pursuant to Acquisition Alert 11-30 and HSAM 3007.5. A determination by the program office was made that a BWS was not required for this procurement based on the Product Service Code (PSC) D319 - IT & Telecommunications - Annual software maintenance service plans. A determination assessment revealed that enhanced oversight is not needed.

B11. MANAGEMENT INFORMATION REQUIREMENTS

Program management and technical oversight of the contract will be performed by the Contracting Officer’s Representative (COR), to include inspection and acceptance. After award, the contract will be administered and managed with frequent interaction among Program
B12. MAKE OR BUY

B13. TEST AND EVALUATION (T&E)
B14. LOGISTICS CONSIDERATIONS

B15. GOVERNMENT FURNISHED PROPERTY (GFP)
B17. ENVIRONMENTAL AND ENERGY CONSERVATION OBJECTIVES

B18. SECURITY CONSIDERATIONS
B20. OTHER CONSIDERATIONS
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