



U.S. Immigration  
and Customs  
Enforcement

# Homeland Security Investigations (HSI)

## 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)

(b)(7)(E)

# FALCON Components



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# FALCON Components



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# FALCON Technical Highlights



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# FALCON Requirements: Operations and Maintenance Services



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- 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



# FALCON Requirements: System Enhancements



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- 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.

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# FALCON OPERATIONS & MAINTENANCE SUPPORT Performance Work Statement

*August 13, 2013*

Homeland Security Investigations (HSI)

Mission Support



Homeland  
Security

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# FALCON OPERATIONS & MAINTENANCE SUPPORT Performance Work Statement

September ~~320~~, 2013

Homeland Security Investigations (HSI)

Mission Support



Homeland  
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# FALCON OPERATIONS & MAINTENANCE SUPPORT Performance Work Statement

*September 20, 2013*

Homeland Security Investigations (HSI)

Mission Support



**Homeland  
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# FALCON OPERATIONS & MAINTENANCE SUPPORT

## ACQUISITION PLAN

*Draft Version 0.1*

*March 27, 2013*

Homeland Security Investigations (HSI)  
Mission Support



Homeland  
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SOURCE SELECTION INFORMATION – SEE FAR 3.104

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U.S. Immigration  
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# FALCON OPERATIONS & MAINTENANCE SUPPORT

## ACQUISITION PLAN

*April 29, 2013*

Homeland Security Investigations (HSI)  
Mission Support



Homeland  
Security



# FALCON OPERATIONS & MAINTENANCE SUPPORT

## GSA SCHEDULE 70 TASK ORDER ACQUISITION PLAN

AP # HSICE-13-26

**Submitted by:**

(b)(5),(b)(6),(b)(7)(C)

Contracting Officer Representative (COR)

\_\_\_\_\_  
Date

**REVIEW:**

(b)(5),(b)(6),(b)(7)(C)

Contracting Officer

\_\_\_\_\_  
Date

**REVIEW:**

(b)(5),(b)(6),(b)(7)(C)

Deputy Assistant Director

\_\_\_\_\_  
Date

**REVIEW:**

(b)(5),(b)(6),(b)(7)(C)

Acting Competition Advocate

\_\_\_\_\_  
Date

**APPROVAL:**

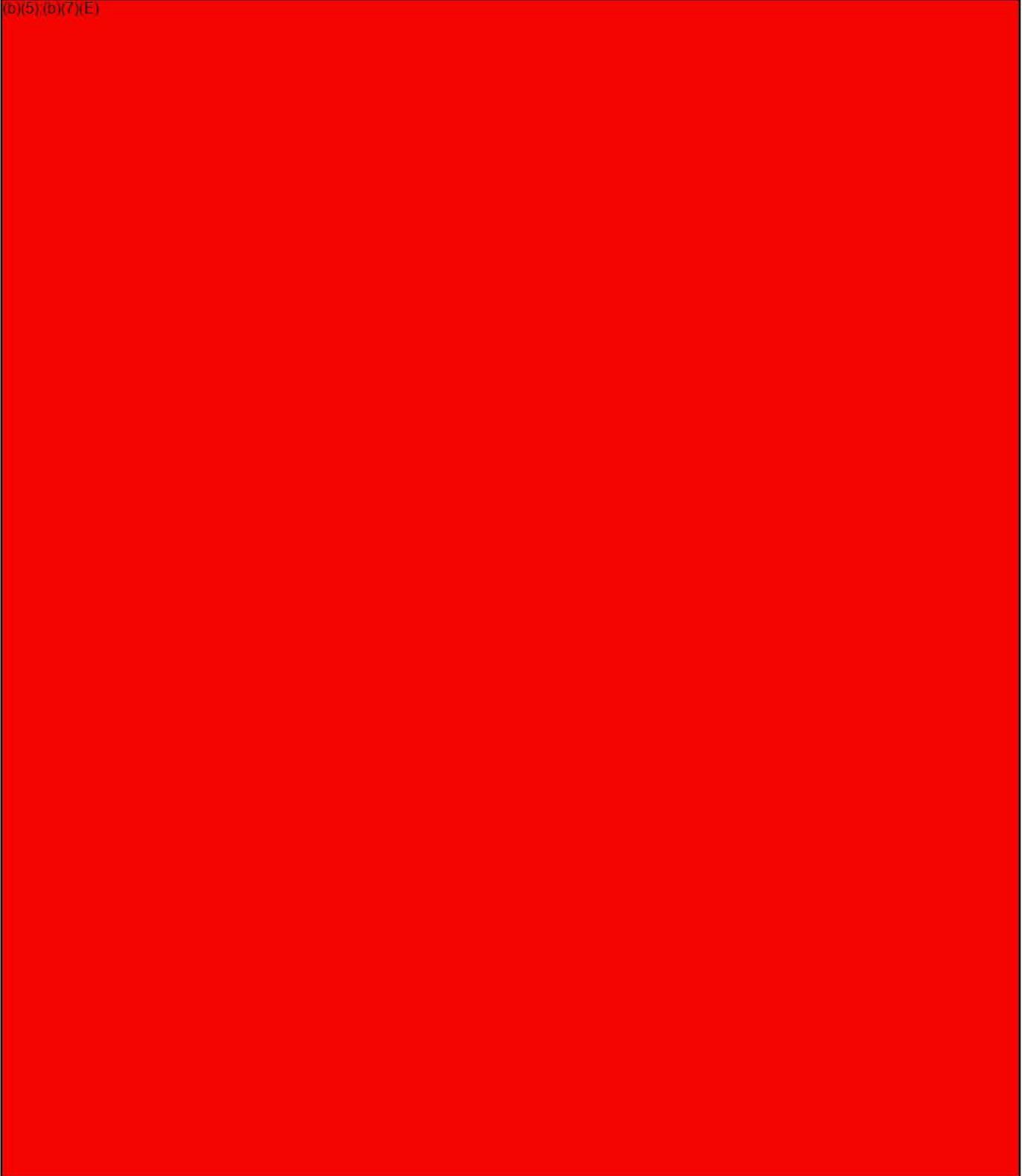
(b)(5),(b)(6),(b)(7)(C)

Acting Head of Contracting Activity

\_\_\_\_\_  
Date

## EXECUTIVE SUMMARY

(b)(5)(b)(7)(E)



(b)(5)(b)(7)(E)



## **SECTION A. ACQUISITION BACKGROUND AND OBJECTIVE**

### **A1. STATEMENT OF NEED**

(b)(5)(b)(7)(E)



(b)(5),(b)(7)(E)



## A2. APPLICABLE CONDITIONS

(b)(5),(b)(7)(E)



## A3. COST

(b)(5),(b)(7)(E)



## A4. CAPABILITY OR PERFORMANCE

(b)(5),(b)(7)(E)



(b)(5);(b)(7)(E)

#### A5. DELIVERY OR PERFORMANCE PERIOD REQUIREMENTS

(b)(5);(b)(7)(E)

#### A6. TRADE-OFFS

(b)(5);(b)(7)(E)

#### A7. RISKS

(b)(5);(b)(7)(E)

(b)(5),(b)(7)(E)



#### A8. ACQUISITION STREAMLINING

(b)(5),(b)(7)(E)



### SECTION B. PLAN OF ACTION

#### B1. SOURCES

(b)(5),(b)(7)(E)



(b)(5),(b)(7)(E)



(b)(5),(b)(7)(E)



## B2. COMPETITION AND VENDOR ENGAGEMENT STRATEGY

(b)(5),(b)(7)(E)





(b)(5),(b)(7)(E)



### B3. SOURCE SELECTION PROCEDURES

(b)(5),(b)(7)(E)



### B4. CONTRACT TYPE SELECTION

(b)(5),(b)(7)(E)

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## B5. ACQUISITION CONSIDERATIONS

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## B6. BUDGETING AND FUNDING

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B7. PRODUCT OR SERVICE DESCRIPTIONS

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(b)(5),(b)(7)(E)



- Configuration Management

- (b)(4),(b)(5),(b)(7)(E)

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#### 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

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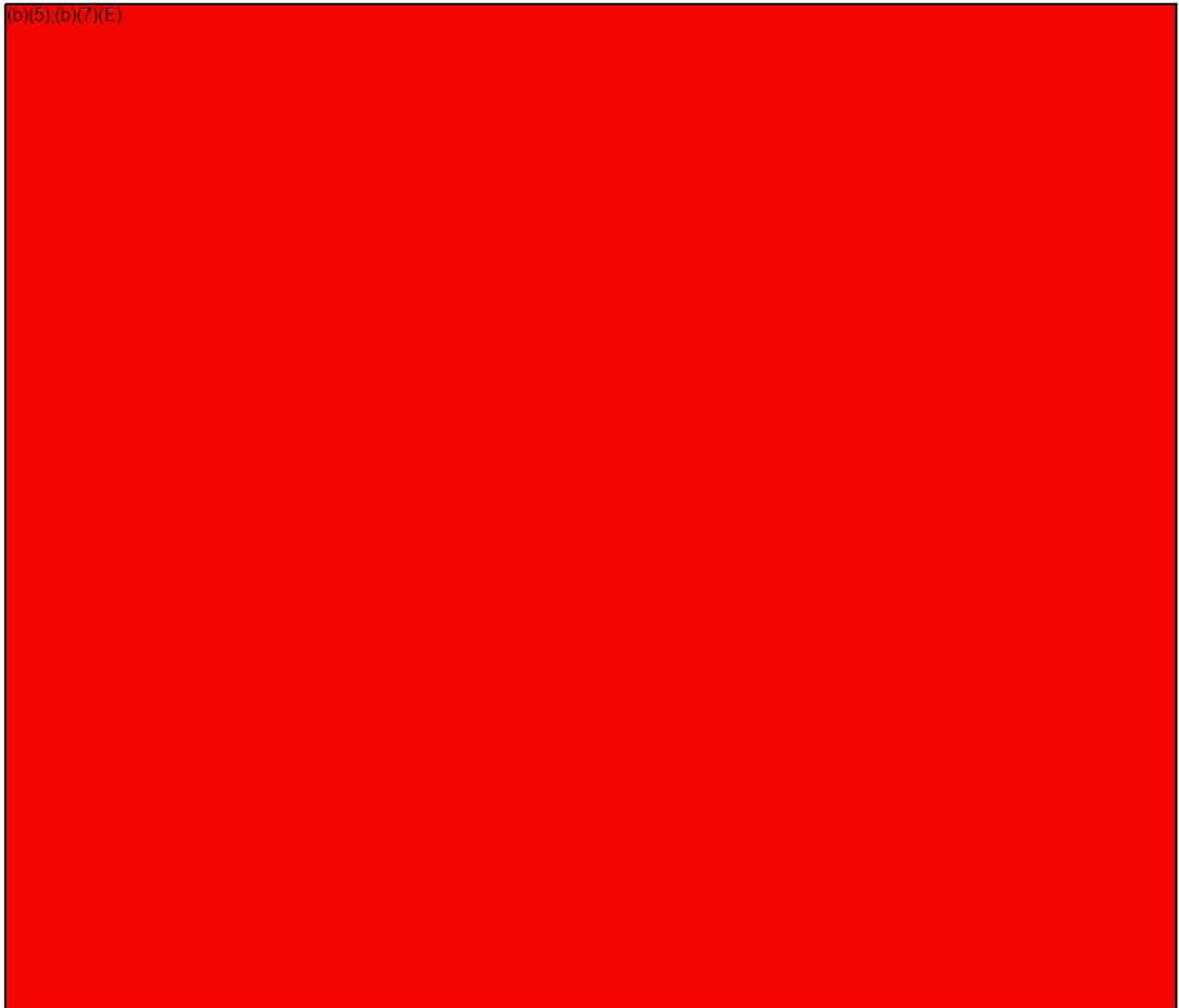
## B12. MAKE OR BUY

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## B13. TEST AND EVALUATION (T&E)

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#### B14. LOGISTICS CONSIDERATIONS

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#### B15. GOVERNMENT FURNISHED PROPERTY (GFP)

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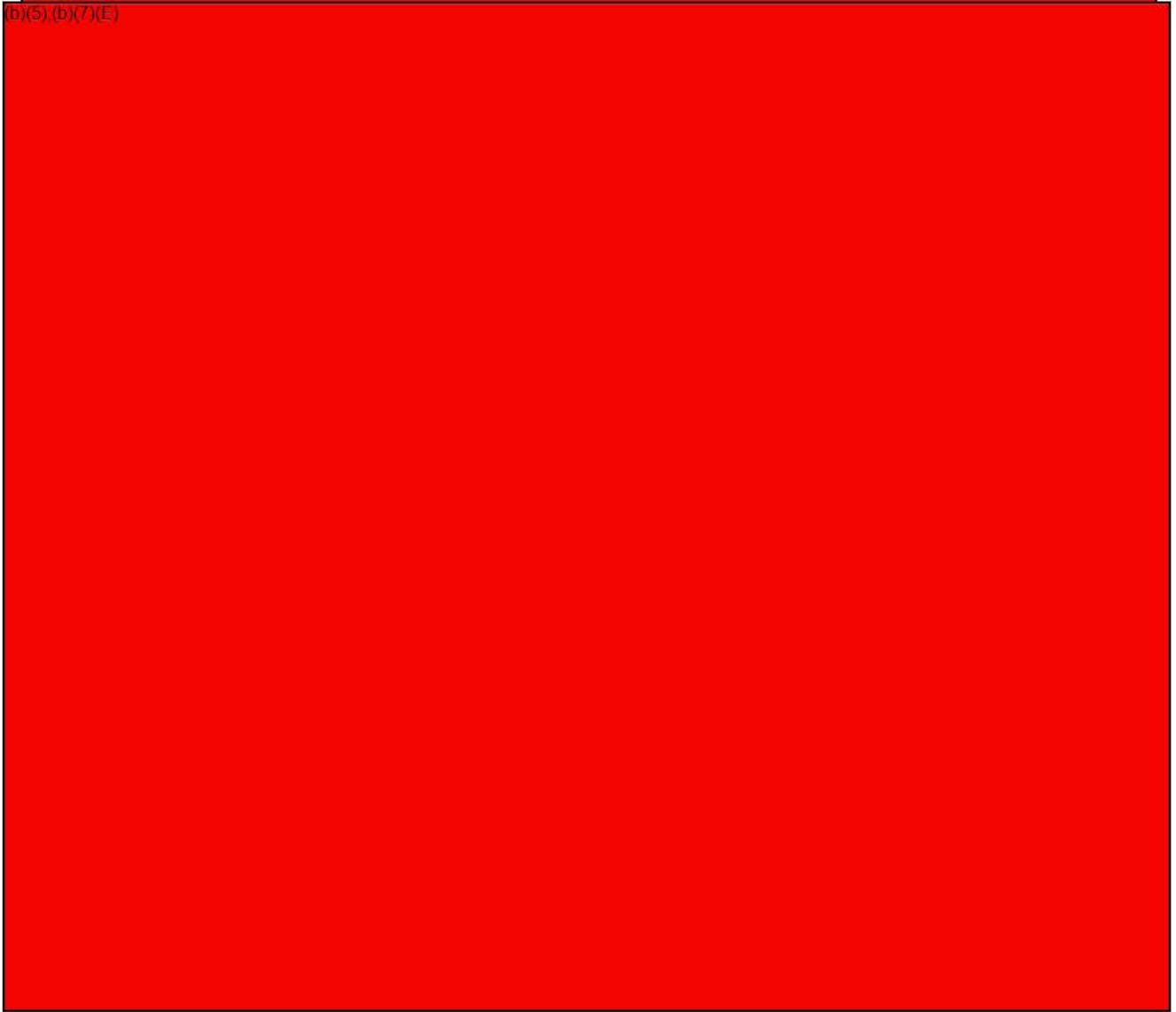
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B16. GOVERNMENT FURNISHED INFORMATION (GFI)

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#### B17. ENVIRONMENTAL AND ENERGY CONSERVATION OBJECTIVES

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#### B18. SECURITY CONSIDERATIONS

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(b)(5),(b)(7)(E)



#### B19. CONTRACT ADMINISTRATION

(b)(5),(b)(7)(E)



(b)(5),(b)(7)(E)



## B20. OTHER CONSIDERATIONS

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(b)(5)(b)(7)(E)



(b)(5)(b)(7)(E)



B21. MILESTONES OR THE ACQUISITION CYCLE

(b)(5),(b)(7)(E)



B22. PARTICIPANTS IN THE PREPARATION OF THE ACQUISITION PLAN

(b)(5),(b)(7)(E)



| Name             | Title                              | Office    | Telephone        | Email Address |
|------------------|------------------------------------|-----------|------------------|---------------|
| (b)(6);(b)(7)(C) | Program Official                   | HSI IS&IM | (b)(6);(b)(7)(C) |               |
|                  | Contracting Officer Representative | HSI IS&IM |                  |               |
|                  | Deputy Assistant Director          | OAQ       |                  |               |
|                  | Contracting Officer                | OAQ       |                  |               |
|                  | Contract Specialist                | OAQ       |                  |               |
|                  | Acquisition Policy                 | AP        |                  |               |
|                  | Competition Advocate               | CA        |                  |               |
|                  | Head of Contracting Activity       | HCA       |                  |               |