

— OUTLINE —

Department of Homeland Security (DHS)
United States Citizenship and Immigration Services (USCIS)
Information Assurance Security Services 2 (IASS 2)
70SBUR22R00000024 / RFQ SP0604-22-Q-0404

Submitted by:



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Compliance Matrix

Compliance Factor	How We Exceed the Requirements	Section
<p>Factor 1 – Response to Risk Management Problem Statement (Phase 1) The Government will use Factor 1 to assess its level of confidence in the Offeror's ability to successfully accomplish the requirements within the SOW based on the Offeror's responses to the Risk Management Problem Statement within the parameters below. The Government will evaluate the Offeror's approach and ability to demonstrate: An understanding of applicable security governance requirements by performing activities related to internal control and risk analysis. Experience identifying solutions to remediate and mitigate risks and developing test procedures. Aptitude to simplify content and context of complex information.</p>		
<p>Factor 2 – Corporate Experience Questionnaire (Phase 1) The Government will use Factor 2 to assess its level of confidence in the Offeror's ability to successfully accomplish the requirements within the SOW based on the Offeror's responses to the Corporate Experience Questionnaire within the parameters below. The Government will evaluate the likelihood of successful outcomes based on the similarity and extent to which the Offeror has performed services like those outlined within SOW. Offerors will receive one (1) overall Confidence Rating in this factor. The Government will evaluate the Offeror's responses, specifically their ability to demonstrate: Their experience Administering a risk management program, Automating risk monitoring, Analyzing and evaluating information, Problem resolution, and Facilitating specialized training. Leverage innovation and provide the expertise to deliver the scope of the SOW within an agile environment with competing priorities. Experience effectively staffing appropriate teams.</p>		
<p>Factor 3 – Technical Demonstration (Phase 2) The Government will use Factor 3 to assess its level of confidence in the Offeror's ability to successfully perform the technical requirements within the SOW based on the Offeror's solution to the TD. Offerors will receive one (1) overall Confidence rating for this factor. The Government will evaluate the Offeror's solution, specifically their ability to: Conduct a comprehensive gap analysis on continuous monitoring processes, using applicable methodologies and providing recommendations to the Government. Manage personnel resources based on a rapidly changing environment, agile practices, ad hoc assignments, and the complexity rating of systems. Demonstrate deep understanding of the technologies, principles, and methods used to demonstrate the provided scenario(s). Propose realistic, high-quality, thorough, innovations that provide value to the Government. Demonstrate consistency and efficiency implementing processes and agile practices.</p>		

Compliance Factor	How We Exceed the Requirements	Section
<p>Factor 4 – Price (Phase 2) The Government will evaluate the total proposed price, which includes transition, base period and all options, including a price for FAR Clause 52.217-8, for reasonableness in accordance with one (1) or more price analysis techniques identified in FAR Part 15.4. The Government's evaluated price will include a Government calculated price for FAR Clause 52.217-8 for a 6-month period. The Government will calculate the price for FAR Clause 52.217-8 by using the average monthly amount proposed for the last 9-month option period and adding that amount to the Offeror's proposed price to equal an evaluated price. The Government will review pricing to confirm prices submitted are consistent with the labor categories in the Offeror's master STARS III contract and that the labor rates proposed do not exceed STARS III rates. Any proposal that is unreasonable or materially unbalanced as to price for base or option line items may be rejected. Discounts for all task order hourly labor rates are highly encouraged.</p>		

Phase 1: Factor 1 - Response to Risk Management Problem Statement

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Exceptions. The Offeror shall submit an unambiguous statement that it agrees to all clauses, terms, conditions (including all SOW requirements) as shown in this notice and attachments by the due date in section G5 above. If the Offeror takes exception to this notice in any way, it shall provide a table describing its exceptions in the format shown below. This is not an invitation for offerors to request exceptions, and the Government may reject a proposal with exceptions as unacceptable without any further exchanges with the offering contractor. An offer will be rejected as non-conformance if these exceptions are omitted.

Page limit: 1 Page

Notice Citation	Exception Taken	Rationale and Impact
Document, page no., para. No., as appropriate	Narrative describing the requirement to which exception is taken (and quoting contractor's proposed substitution, if any)	Narrative describing the rationale for the exception and the impact on the government

Other Information. The Offeror shall provide any information or documents not provided for in Phase 1 but required by STARS III contract. For example, this should include but is not limited to responses to the following provisions and clauses if not represented in SAM.gov:

FAR 52.204-8 Annual Representations and Certifications

FAR 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment

FAR 52.209-2 Prohibition on Contracting with Inverted Domestic Corporations-Representation

FAR 52.209-5 Certification Regarding Responsibility Matters

FAR 52 52.209-7 Information Regarding Responsibility Matters

HSAR 3052.209-72 Organizational Conflict of Interest

If a known Organizational Conflict of Interest (OCI) exists, the Offeror shall submit a mitigation plan. The Government may reach out to request clarification on the above items if this information is not provided.

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A .Response to Risk Management Problem Statement.

The Offeror shall submit a written response to the Risk Management Problem Statement (Attachment 6). Acceptable responses should be submitted in a portable document format (PDF).

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Organizational Conflict of Interest Statement

Response to the Risk Management Problem Statement

Draft an executive summary for the USCIS CIO and CISO describing the Log4j vulnerability, how USCIS is affected, and the ED 22-02 requirements. The summary is limited to two (2) paragraphs and shall include deadline dates, reporting requirements and remediation activities.

One of the above systems can be remediated immediately. Identify which system can be remediated. Using the provided template, develop a remediation plan to update the system to the latest version. Include any dependencies associated with the update.

The other system cannot be updated immediately because the vendor patch is not yet available. Using the provided template, develop a Plan of Action and Milestones (POA&M) which includes immediate mitigation milestones to be completed within 30 days.

Develop additional remediation milestones to be completed once the patch is made available from the vendor, with the assumption that the patch will be made available within 90 days.

Phase 1: Factor 2 - Corporate Experience Questionnaire

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The Offeror shall submit a written response to the Corporate Experience Questionnaire (Attachment 7). Acceptable responses should be submitted in a portable document format (PDF). Responses shall include:

Only work experience performed within the past five (5) years (of the RFP release date)

A point of contact for verification of work experience (Company/Agency, Name, e-mail address, phone number).

Offerors shall also include a contract or task order number for government example(s) referenced, Point of Contact (POC) information for a CO, COR, PM or equivalent (non-federal) examples for each example referenced. The POC information shall include name, phone number, and email address. The government may contact the POC to verify information provided.

There is no maximum number of corporate experience examples to be submitted. Corporate experience examples can be from Government work or commercial work. At least one (1) corporate experience example must be for a contract in which the Offeror acted as the prime contractor. Corporate experience examples submitted by an Offeror must be work that was performed by the entity submitting the proposal, not a subsidiary. Additionally, any major subcontractor corporate experience examples must also be work that was performed by the proposed subcontractor, not a subsidiary. This will be validated by the entity's UEI number.

"Major subcontractor" means a subcontractor that is awarded a subcontract that equals or exceeds 25% of the value of the contract under which the subcontract is awarded.

The Government is interested in the Offeror's experience performing services of similar size (dollar value and number of staff supporting the requirement) and scope, to those outlined within SOW sections: 2.1 Program Management Services and 2.2 Specialized Security Services.

Page limit: 2 Pages + 1 page for POC information/reference information for a total of 3 pages.

Phase 2: Factor 3 - Technical Demonstration

Attendee list. The Offeror shall provide USCIS with a list of the names, firms, and position titles of all participants to include identification of prime and subcontractors. All participants should be identified with their intended roles on the task order, including individual(s) who will function as key personnel. Key personnel statement of qualifications are not required at this time and are to be provided post award, and prior to the task order kick-off meeting. This shall be completed using the template provided in Attachment 5 - Technical Demonstration List of Participants.

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Instructions concerning Factor 4 can be found in provision G13 of this notice.

Corporate Experience Questionnaire Response

The Offeror shall submit a written response to the Corporate Experience Questionnaire (Attachment 7). Acceptable responses should be submitted in a portable document format (PDF).

Responses shall include:

- Only work experience performed within the past five (5) years (of the RPF release date)
- A point of contact for verification of work experience (Company/Agency, Name, e-mail address, phone number)

Offerors shall also include a contract or task order number for government example(s) referenced, Point of Contact (POC) information for a CO, COR, PM or equivalent (non-federal) examples for each example referenced. The POC information shall include name, phone number, and email address. The government may contact the POC to verify information provided.

The Government is interested in the Offeror's experience performing services of similar size and scope, to those outlined within SOW sections: 2.1 Program Management Services and 2.2 Specialized Security Services.

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The Offeror shall respond to the following four (4) questions:

- (1) Describe your experience and expertise with cloud architecture and emerging industry trends (including, but not limited to: microservice architecture, integrating security within Continuous Integration/ Continuous Delivery (CI/CD) pipelines, robotic process automation, and artificial intelligence), leveraging innovation to deliver the scope of the SOW within an environment with multiple, changing priorities.
- (2) Describe your experience evaluating new technologies, including but not limited to Federal Risk and Authorization Management Program (FedRAMP) tools and products, as necessary to identify flaws, threats, and risks in emerging IT projects.
- (3) Describe your experience using Security Information and Event Management (SIEM) tools to analyze information and evaluate results to choose the best solution to a problem.
- (4) Describe your experience fully staffing similar sized/scope projects. Explain how your organization determines team composition, selects qualified candidates, your approach to onboarding personnel and facilitating personnel through the USCIS personnel security process.

Phase 2: Factor 4 Price

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Pricing Build Up. Offerors shall complete Attachment 3 - Offeror Pricing Spreadsheet. Attachment 3 - Offeror Pricing Spreadsheet shall be submitted in Excel, unlocked with no embedded formulas, rounding price to two (2) decimal places, hours to one decimal place, and total CLIN amount to the whole dollar. The Offeror is responsible for ensuring arithmetic accuracy and that there are no discrepancies due to rounding issues. Attachment 3 - Offeror Pricing Spreadsheet includes the suggested number of Full-Time Equivalents (FTEs), number of labor hours, and labor categories you can use as a guide. Offerors shall explain whether they believe they can perform successfully based on the labor mix and level of effort provided in Attachment 3. Offerors can adjust the FTEs, labor hours, and labor categories based on their proposed solution. If the proposed staffing approach deviates from the Government populated information in Attachment 3 - Offeror Pricing Spreadsheet, Offerors shall provide their reason(s) for making the adjustment. (Only SME and Senior STARS III labor categories listed in Attachment J-2 of the master contract are acceptable in the task order proposal).

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Adequate Accounting System: Evidence of an appropriate accounting system for all prime or joint venture partners shall include a written opinion or other statement from the cognizant federal auditor (CFA) or the cognizant federal agency official (CFAO) that the system is adequate for the contract type. If the contractor does not have an opinion from a CFA or CFAO, a review by a public accounting firm can be submitted. The CPA's review shall state that the accounting system complies with the requirements applicable to the contract type in Defense Contract Audit Agency (DCAA) PRE-AWARD SURVEY OF PROSPECTIVE CONTRACTOR ACCOUNTING SYSTEM (Standard Form 1408). Contractors not providing this proof may be found ineligible for award. The Government will not accept self-certification of an appropriate accounting system.

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Phase 2 Submission

Phase 2: Factor 3 Technical Demonstration (Completed and recorded virtually live via Microsoft Teams), and Factor 4 Price (Attachment 3 – Offeror Pricing Spreadsheet) submitted via e-mail in Phase 2.

G13. Technical Demonstration (TD)

Factor 4 will be evaluated based on a 4-hour live TD, conducted remotely via Microsoft Teams and will be recorded by the Government. Within five (5) calendar days of receipt of the advisory notification, Offerors shall provide a list of participants using the template in Attachment 5 - Technical Demonstration List of Participants identified in G11 to the Contracting Officer via the Contract Specialist identified in G2 of these instructions to participate in the TD and remain eligible for award. The Government requires at least two (2) of the persons intended to function as key personnel to participate in the TD. Individuals will not be allowed to participate in the TD for more than one (1) company; in other words, potential subcontractor employees will only be allowed to participate in the TD for one (1) offeror. All TD participants will be required to sign a non-disclosure agreement. The Government will provide the business case on the day of the TD. The following information is provided for the live demonstration:

Each Offeror will have fifteen (15) minutes for initial set up, two (2) hours to implement the scenario that will be provided the day of the TD, one (1) hour to explain their process and present their solution, and forty-five (45) minutes for the Government to ask clarifying questions. The time shall be continuous without breaks.

No pricing information shall be included in the TD.

The Offeror's attendees at the TD may include no more than four (4) people. All must be current employees of the prime contractor or major subcontractor involved in the work after the task order is awarded. The Government requires at least two (2) of the persons intended to function as key personnel to participate in the TD.

The Offeror's attendees may not reach back by telephone or email or other communications methods to other offeror personnel for assistance during the TD.

The Offerors shall bring their own laptops for the TD. Instructions will be provided within the first fifteen (15) minutes prior to the demonstration.

All written materials created at the TD by the Offerors shall be provided to Contracting via email, labeled source selection sensitive, and shall become property of the Government. This includes all electronic materials.

The Offerors shall use Team's chat, including the Government, in their written communication during the TD.

Information provided during the TD may become part of any award made as a result of this solicitation.

Phase 1: Factor 1 Response to Risk Management Problem Statement (Attachment 6) (submitted via eBuy), Factor 2 Corporate Experience Questionnaire (Attachment 7) (submitted via eBuy) in Phase 1.

Attachments

Amendment 0001.pdf

Amendment 0002.pdf

Amendment 0003.pdf

Attachment I - PPQ (22Q0404).pdf - PAST PERFORMANCE QUESTIONNAIRE RFQ SP0604-22-Q-0404

Attachment II - ROM (22Q0404).pdf - RFQ Exhibit B--Rough Order of Magnitude (ROM)

Attachment III - QASP (22Q0404).pdf - QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)