

In recent months PTG has been awarded several new contracts and contract vehicles through competitive bids. Below is a list of new awards (prime contractor in parentheses):

### **DHS EAGLE (IBM)**

#### BACKGROUND

Support services represent a significant portion of the DHS's IT budget and are currently provided through a disparate collection of acquisition methods, including Component-centric contracts, task orders against General Services Administration (GSA) schedules and Government-wide Acquisition Contracts (GWACs), and InterAgency Agreements. The establishment of a consolidated portfolio of broad scope, multiple-award IT support service contracts that are available for use throughout the Department is considered a primary ITAC objective. The EAGLE Program will support the DHS goal of a functionally integrated Department, demanding integrated methods of operation among and between the various Components with the IT support systems that enhance mission effectiveness and create economies of scale through consolidation. The contract-level service descriptions are intended to provide sufficient scope and flexibility to meet a comprehensive range of potential agency requirements. Specific requirements will be identified and defined at the task order level. The EAGLE contracts will be technology neutral in order to keep pace as new technologies, standards, policies and procedures are identified.

#### REQUIREMENTS

The contractor shall provide the full range of IT services, technical and management expertise, and solution-related enabling products to meet the mission needs of the Department of Homeland Security (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. The resulting contracts are 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 contract remains current and provides the full range of IT capabilities/solutions and emerging technologies throughout its life.

### **DHS Call Center Services (Lockheed Martin)**

#### BACKGROUND

The USCIS is responsible for the administration of immigration and naturalization adjudication functions and establishing immigration services policies and priorities. These functions include:

- Adjudication of immigrant visa petitions
- Adjudication of naturalization petitions
- Adjudication of asylum and refugee applications
- Adjudications performed at the service centers
- All other adjudications performed by the INS

Fifteen thousand (15,000) federal employees and contractors working in approximately 250 Headquarters and field offices around the world comprise the USCIS.

## REQUIREMENTS

The work includes providing nationwide assistance to customers who contact CIS by telephone with questions about immigration services and benefits, and with issues related to case processing. Operations include the establishment of call center facilities, staffing and management of necessary customer service representative support, utilizing call center standard operation procedures, and the implementation of the information technology infrastructure required to support system and communication needs.

### **DHS PMSS (Deloitte)**

#### Background

Under the Professional and Program Management Support Services (PMSS) contract firms will provide DHS with expert and experienced business oriented Professional and PM support services. The BPA serves as a contractual agreement to provide PM support to the Department of Homeland Security and its components, offices, directorates, and agencies for reoccurring PM requirements.

#### Scope

The PMSS BPA encompasses the following service areas:

- Program Operations & Administration
- Advisory & Analysis
- Business Controls
- Human Capital
- Technology

### **ARMY ITES 2S (IBM)**

#### Background

ARMY STRATEGIC VISION, MISSION AND GOALS AND OBJECTIVES Through the effective, efficient, and economic application of information technology solutions, the ITES acquisition will support the Army's strategic vision, mission, goals, and objectives. The Army strategic vision, mission, goals flow down through all levels of the Army enterprise from the Army-wide vision to the Army key IT organizations to the Statement of Objectives for the ITES acquisition itself.

#### ITES-2S Scope

The ITES-2S scope will include a full range of services and solutions necessary for the Army to satisfy its support of the Army enterprise infrastructure and infostructure goals with information technology (IT) services worldwide. The scope includes the Command, Control, Communications, Computers, and Information Management (C4IM) requirements as defined in Army Regulation 25-1 (AR 25-1).

ITES-2S contemplates services-based solutions under which contractors may be required to provide a full range of IT equipment. Therefore, end-to-end solutions to satisfy worldwide development, deployment, operation, maintenance, and sustainment requirements are included. Additionally included is support to analyze requirements, develop and implement recommended solutions, and operate and maintain legacy systems, and equipment. It is the intention of the Government to establish a scope that is broad, sufficiently flexible to satisfy requirements that may change over the period of performance, and fully comprehensive so as to embrace the full complement of services that relate to IT.

The U.S. Army, Department of Defense, or any Federal Agency will be authorized to fulfill requirements under ITES-2S.