Fairfield Technologies – Department of Homeland Security Services Provided Under Enterprise Acquisition Gateway for Leading Edge (EAGLE)

Under EAGLE, FTI can provide for a wide range of IT service solutions for DHS through five comprehensive functional service categories (FC), including:

Functional Category 1 - Infrastructure Engineering Design, Development, Implementation, and Integration

As ordered, FTI can provide any and all phases of system design and development through deployment to ensure DHS IT solutions will enable their users to meet their 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

Functional Category 2 - Operations and Maintenance

As ordered, FTI can 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:

- Data Center
- Help Desk and Field Support Services (e.g., Desk-side support and LAN Administration)
- Network and Security Operations
- Collaboration Services (e.g., E-mail, Voice, and Video Services)

This functional category includes the full range of O&M solutions, from maintaining and upgrading individual pieces of hardware and software to full managed service solutions.

Functional Category 3 - Independent Test, Validation, Verification, and Evaluation

As ordered, FTI can provide the full range of 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
- Systems analysis and design

Functional Category 4 - Software Development

As ordered, FTI can provide any and all phases of software design and development including deployment to ensure DHS applications and databases will enable their users to meet their mission goals and objectives. These efforts include the full range of:
- Software design
- Development
- Implementation and integration, including, but not limited to:
    o Concept development
    o Planning
    o Requirements definition and analysis
    o Systems design and development
    o Coding and testing
    o Production
    o Deployment
    o Implementation
    o Integration
    o Software application maintenance

Functional Category 5 - Management Support Services

As ordered, FTI can provide the full range of business and technical management services that assist in the development, implementation, and continuous improvement of policies, procedures, guidelines, and directives. These documents and guidance will allow DHS to comply with the requirements of law and legislation, and operate the enterprise in an efficient and effective manner. These services encompasses all areas of IT policy and planning including, but not limited to:

- Enterprise architecture
- Security
- Training
- Enterprise resource management
- Business process reengineering

- IT transformation and strategy
- Organizational change leadership
- Enterprise and program management office support (e.g. business case development and performance management)